



# Central Arizona Governments Sun Corridor MPO



## Human Services Transportation Coordination Plan 2017 - 2019



**HUMAN SERVICES  
TRANSPORTATION  
COORDINATION  
MOBILITY**



**MEDICAL APPOINTMENTS**

**LOW INCOME**

**OLDER ADULTS**

**PERSONS WITH DISABILITIES**

Tel: (480) 474-9300  
Web: [www.cagaz.org](http://www.cagaz.org)  
[www.scmpo.org](http://www.scmpo.org)

The purpose of this plan is to identify the transportation needs of individuals with disabilities, older adults and people with low incomes; provide strategies for meeting these needs; and prioritizing transportation services for funding and implementation.



**3 Year Update**



**Annual Update**



## **Central Arizona Governments**

### Planning Agency

The Central Arizona Governments (CAG) Region serves the Gila and Pinal County areas, which includes seventeen (17) Municipalities, two (2) County Governments and four (4) Native American Communities. The CAG Region had a 2015 population of 443,402 people and is over 10,000 square miles in size.

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## **Sun Corridor Metropolitan Planning Organization**

### Planning Agency

The Sun Corridor Metropolitan Planning Organization (MPO) provides transportation planning services to the communities of Casa Grande, Coolidge, Eloy and rural portions of Pinal County that covers 1,155 square miles with an estimated population of nearly 110,000.

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## Table of Contents

<b>1. INTRODUCTION</b>	<b>4</b>
1.1 PURPOSE OF THE PLAN	4
1.2 REGION	4
1.3 LAWS & REGULATIONS GUIDING THE PLAN	6
1.4 PLANNING PERIOD	9
1.5 DEVELOPMENT PROCESS	10
1.6 ELEMENTS OF THE PLAN	10
<b>2. CURRENT CONDITIONS</b>	<b>12</b>
2.1 ORGANIZATIONAL INFRASTRUCTURE	12
2.2 DEOMOGRAPHICS	17
2.3 ENVIRONMENT	27
2.4 SERVICE INVENTORY & TRANSIT AGENCY PROFILES	29
<b>3. VEHICLE INVENTORY</b>	<b>51</b>
3.1 UNMET NEEDS	61
<b>4. CONDITIONS ASSESSMENT</b>	<b>63</b>
4.1 GENERAL ASSESSMENT OF CURRENT CONDITIONS	63
4.2 PERFORMANCE DATA	63
4.3 GAPS IN SERVICE	64
4.4 REDUNDANCIES IN SERVICE	64
4.5 ORGANIZATIONAL CAPACITY	64
4.6 PARTNERSHIPS & COORDINATION ACTIVITIES	65
4.7 INFRASTRUCTURE	66
<b>5. TRIP GENERATORS</b>	<b>68</b>
<b>6. IDENTIFICATION OF BARRIERS, OPPORTUNITIES, &amp; STRATEGIES</b>	<b>69</b>
<b>7. PRIORITIES</b>	<b>71</b>
7.1 COORDINATION GOALS, OBJECTIVES, STRATEGIES, AND PROJECTS	71
7.2 Operational Priorities	72
7.3 Capital Priorities	73
<b>8. PROJECT EVALUATION &amp; SELECTION</b>	<b>74</b>
<b>9. PUBLIC INPUT PROCESS</b>	<b>78</b>

**APPENDIX .....80**  
APPENDIX 1 DOCUMENTATION OF PLAN ADOPTION ..... 81  
APPENDIX 2 SURVEY QUESTIONNAIRE..... 83  
APPENDIX 3 GREYHOUND – INTERCITY TRANSIT ..... 91

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# 1. INTRODUCTION

## 1.1 PURPOSE OF THE PLAN

Federal Transit Law requires that projects selected for funding under the Elderly Individuals and Individuals with Disabilities (Section 5310) programs be derived from a locally developed coordinated public transit human services transportation plan. The purpose of this type of plan is to identify the transportation needs of individuals with disabilities, older adults and people with low incomes, provide strategies from meeting these needs and prioritize transportation services for funding and implementation.

The Central Arizona Governments (CAG) and the Sun Corridor Metropolitan Planning Organization (MPO) recognize that the transit environment is dynamic and dependent on stakeholder involvement. As a result, CAG and the Sun Corridor MPO reviews and updates the CAG and Sun Corridor MPO Human Services Transportation Coordination Plan (the “Plan”) every three years with annual updates to follow in order to capture annual adjustments. This Plan update is the three-year update for the State Fiscal Years 2017 thru 2019 and includes updated regional demographic information as well as the status of new and existing transportation providers serving the transportation dependent and disadvantaged populations in the region.

CAG and the Sun Corridor MPO utilize a process that includes representatives of public, private and nonprofit transportation and human service providers, elected officials and public participation to identify transit needs/service gaps and to establish priorities in order to make informative funding decisions for specialized transportation services.

## 1.2 REGION

The CAG and the Sun Corridor MPO Region includes two Counties, Gila and Pinal. However, Pinal County is split into three primary transportation planning authorities – CAG, Maricopa Association of Governments (MAG) and Sun Corridor MPO. **Figure 1 Planning Area Map** and **Figure 6 in Section 2.2** helps define the boundaries where all three borders converge.

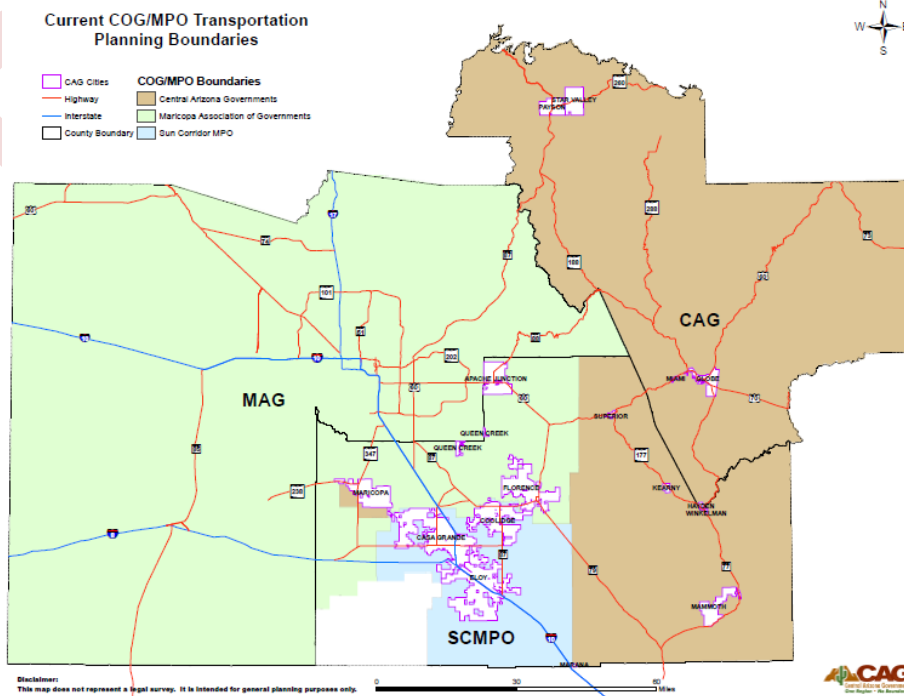
CAG, incorporated in 1975, is one of six regional planning districts, or Councils of Governments (COGs), and was established by Executive Order 70-2 and signed by the Governor of Arizona to provide effective regional planning services to Gila and Pinal Counties. The goal of Executive Order 70-2 was to promote a “community of interest” and to preserve the boundaries of the Region. The Executive Order established a population base throughout the Region, sufficient to support a number of planning activities, while complying with federal planning requirements and addressing the concerns of local government officials.

The CAG Region is comprised of Gila and Pinal Counties, and includes the seventeen (17) incorporated communities of Apache Junction, Casa Grande, Coolidge, Eloy, Florence, Globe, Hayden, Kearny, Mammoth, Marana, Maricopa, Miami, Payson, Queen Creek, Star Valley, Superior and Winkelman. The Ak-Chin Indian Community, Gila River Indian Community, San Carlos Apache Tribe and White Mountain Apache Tribe are also members of the Region. The 2010 Census determined that the City of Casa Grande, and its environs, had reached a population over 50,000. As a result, federal law required formation of a Metropolitan Planning Organization to provide transportation planning within designated boundaries. The Sun Corridor MPO now provides transportation planning services to the communities of Casa Grande, Coolidge, Eloy and rural portions of Pinal County, covering 1,155 square miles, with a current estimated population of nearly 110,000.



Nestled between two Transportation Management Areas; MAG and Pima Association of Governments (PAG), along with three Native American Tribes; the Sun Corridor MPO is in a unique position of developing relationships that will enhance the corridor’s ability to provide goods, services, economic development strategies, improve local regionally significant roads, regional and local transit systems, and identify transportation needs and improvements along Interstate 8, Interstate 10, the future Interstate 11 and working with the Region’s railroads.

**Figure 1: Planning Area Map**



## 1.3 LAWS & REGULATIONS GUIDING THE PLAN

### Federal Initiatives and Legislation

#### 2003 GAO Report

A June 2003 report from the Government Accountability Office (GAO), entitled “*Transportation Disadvantaged Populations: Some Coordination Efforts Among Programs Providing Transportation Services, but Obstacles Persist*,” identified 62 Federal programs that provide funding for transportation services for transportation-disadvantaged populations, and found significant variation in the extent to which the programs coordinated their efforts.

#### Coordinating Council on Access and Mobility

In response to the GAO Report, President Bush signed an Executive Order on February 24, 2004, “to enhance access to transportation to improve mobility, employment opportunities, and access to community services for persons who are transportation-disadvantaged.” The Executive Order also established the Interagency Transportation Coordinating Council on Access and Mobility (CCAM) to:

- Promote interagency cooperation and the establishment of appropriate mechanisms to minimize duplication and overlap of Federal programs and services so that transportation-disadvantaged persons have access to more transportation services;
- Facilitate access to the most appropriate, cost-effective transportation services within existing resources;
- Encourage enhanced customer access to a variety of transportation and available resources;
- Formulate and implement administrative, policy and procedural mechanisms that enhance transportation services at all levels; and
- Develop and implement a method for monitoring progress on achieving the goals of the Order.

#### United We Ride

The CCAM developed *United We Ride*, a Federal interagency initiative aimed at improving the availability, quality and efficient delivery of transportation services for older adults, people with disabilities and individuals with lower incomes, by advancing the following goals:

- Simplify customer access to transportation;
- Reduce duplication of transportation services;
- Streamline federal rules and regulations that may impede the coordinated delivery of services; and
- Improve the efficiency of services using existing resources.



The Gila-Pinal Rides Transportation Coordination Committee (Gila-Pinal Rides Committee) is derived from the United We Ride and Arizona Rides program with the same focus of improving transportation options to the residents of the CAG and Sun Corridor MPO Region.

### **Federal Funding Sources**

Fixing America's Surface Transportation (FAST Act), signed into law in December 2015, is the current federal surface transportation legislation that supersedes the Moving Ahead for Progress in the 21<sup>st</sup> Century Act (MAP-21). Sections 5316 (Job Access and Reverse Commute (JARC) Program), and 5317 (New Freedom Transit Program) were repealed under MAP-21. The new legislation strengthens the requirement for coordination, funding limits and asset management and continues to require that all funded projects are included in a coordinated human services transportation plan. The existing two key Federal funding sources are described below.

### **Enhanced Mobility for Seniors and Persons with Disabilities (FTA Section 5310)**

The Federal Transit Administration (FTA) Section 5310 program enhances mobility for seniors and persons with disabilities by providing funds to programs that serve the unique needs of transit-dependent populations. These services are in addition to those found under traditional public transportation services and the Americans with Disabilities Act (ADA) complementary para-transit services. The 5310 Program under the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) was a “*capital only*” program with a match of 80/20. However, under the FAST Act operational costs are now eligible for up to 45 percent of the allocated funds. Projects previously funded through Section 5317 can be considered for operating assistance under Section 5310.

In Arizona, the Section 5310 Program also receives an infusion of Surface Transportation Program (STP) funds each year that can be used for capital projects in rural areas.

The Federal government allocates funds to each state and large urban areas based on the population of elderly and residents who are disabled. The Arizona Department of Transportation (ADOT) is responsible for distributing funds to the rural and small urban areas of the state. With the corresponding funding changes found under the FAST Act, Arizona is evaluating how to distribute these funds to its rural regions in the future.

### **Rural Areas (FTA Section 5311)**

FTA Section 5311 is a formula grant program for transportation services throughout rural areas (population under 50,000). The 5311 Program provides a source of funding to assist in the design and implementation of support services intended to meet the needs of transit operators in non-urbanized areas. The FTA specifically cites the use of coordination in an effort to make the best use of Federal funds. The match continues to be set at 80/20 for capital projects and 50/50 for operating expenses. ADOT funds operations for 5311 with a sliding scale (see link below

<https://www.transit.dot.gov/regulations-and-guidance/fta-circulars/formula-grants-rural-areas-program-guidance-and-application>).

### **ADOT Coordinated Mobility Program**

In rural portions of Arizona, ADOT manages the Section 5310 grant program. In response to the Federal United We Ride initiative and FAST Act requirements, ADOT began its coordinated mobility program to administer the grant programs and provide assistance and oversight for locally coordinated efforts.

Beginning in 2007, all Metropolitan Planning Organizations (MPOs) and Councils of Governments (COGs) in Arizona were required to adopt and annually update a coordination plan that inventories existing transportation services for elderly individuals, individuals with disabilities and low-income individuals; identifies unmet transportation needs and provides strategies for improving coordination to meet those needs. Each COG receives funding to carry out these responsibilities.

The coordination plan must be developed and approved through a process that includes seniors, people with disabilities and transportation providers, among others. The plan must also be coordinated, to the maximum extent possible, with the transportation programs of other Federal departments and agencies. All MPOs and COGs in Arizona must have a coordination plan in place in order for programs in their respective areas to be eligible for funding through the Section 5310 Program.

#### **Eligible Recipients:**

Formula funds from FTA are apportioned to ADOT as the direct recipient. In addition:

- States for rural and small urban areas (small Urbanized Areas or UZAs) and designated recipients chosen by the Governor of the State for large urban areas (large Urbanized Areas or UZAs);
- State or local governmental entities that operates a public transportation service;
- Direct recipients have flexibility in how they select sub-recipient projects for funding, but their decision process must be clearly noted in a state/program management plan;
- The selection process may be Formula-based, Competitive or Discretionary and subrecipients can include: States or local governmental authorities, private non-profit organizations, or operators of public transportation. (For details, see Chapter 7 Priorities: Project Evaluation and Selection).

## Eligible Activities:

At least 55 percent of program funds must be used for capital or “traditional” 5310 projects. Examples include:

- Buses and vans; wheelchair lifts, ramps, and securement devices; transit-related information technology systems including scheduling/routing/one-call systems, and mobility management programs.
- Acquisition of transportation services under a contract, lease or other arrangement. Both capital and operating costs associated with contracted service are eligible capital expenses. User subsidies are considered one form of eligible arrangement. Funds may be requested for contracted services covering a period of more than one year. The capital eligibility of acquisition of services as authorized in 49 U.S.C. 5310(b)(4) is limited to the Section 5310 program.

The remaining 45 percent is for other “nontraditional” projects. Under MAP-21, the program was modified to include projects eligible under the former 5317 New Freedom Transit Program, described as “Capital and operating expenses for new public transportation services and alternatives beyond those required by the ADA, designed to assist individuals with disabilities and seniors.”

Examples include: Travel training; volunteer driver programs; building an accessible path to a bus stop including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features; improving signage, or way-finding technology; incremental cost of providing same day service or door-to-door service; purchasing vehicles to support new accessible taxi, rides sharing and/or vanpooling programs, and mobility management.

### 1.4 PLANNING PERIOD

This Plan for the CAG and Sun Corridor MPO will be the three-year update for Fiscal Year 2017 thru Fiscal Year 2019. Annual updates to this three-year Plan will be provided until the next three-year plan update takes effect. A broad range of jurisdictions are affected by the development of transit in the region and therefore approval of this program goes through multiple committees for review and approval. The activities in this Plan’s development are according to the following tentative schedule:

GILA-PINAL RIDES COMMITTEE MEETING	09/07/16
CAG TTAC – REVIEW & COMMENTS	10/28/16 11/18/16
SCMPO TAC – REVIEW & COMMENTS	10/28/16 11/18/16
GILA-PINAL RIDES COMMITTEE MEETING – Comments	10/28/16 11/18/16
CAG TTAC – (Special TTAC)	12/15/16
SCMPO TAC – Recommend Approval for Publication Notice	12/15/16
SCMPO EXECUTIVE BOARD – Approval for Publication Notice	01/09/17
CAG TTAC – Final Review	02/09/17
END OF 30-DAY PUBLIC COMMENT PERIOD	02/12/17
SCMPO TAC – Recommend Approval	02/23/17

CAG TTAC – Recommend Approval	02/23/17
CAG MANAGEMENT COMMITTEE – Recommend Approval	03/02/17
SCMPO EXECUTIVE BOARD – Approval	03/14/17
CAG REGIONAL COUNCIL – Approval	03/22/17
Submit Approved Plan with documentation to ADOT	03/23/17

See additional details of the adoption Timeline in Appendix 1.

## 1.5 DEVELOPMENT PROCESS

This Plan was developed in coordination with CAG, the Sun Corridor MPO, the Gila-Pinal Rides Committee, area transit providers, human services agencies, area transportation committees, system users and other interested stakeholders. Surveys were conducted by using email lists and directly calling interested stakeholders. A copy of the survey questionnaire can be found in Appendix 2 of this document. Both the “providers” and “stakeholder” survey instruments were combined and distributed in August 2016, completed in September 2016 and compiled for use in this study prior to draft submittal in October 2016.

The study review process included input and comments from the Gila-Pinal Rides Committee, the CAG Transportation Technical Advisory Committee (TTAC) and Management Committees, the Sun Corridor MPO Technical Advisory Committee (TAC) and Executive Board, as well as regional human service agencies whose clients reside and travel in Gila and/or Pinal Counties.

## 1.6 ELEMENTS OF THE PLAN

ADOT requires that each coordination plan, at a minimum, consist of:

- *An assessment of available services that identify current transportation providers (public, private and nonprofit);*
- *An assessment of transportation needs for individuals with disabilities, older adults and people with low incomes;*
- *Strategies, activities and/or projects to address the identified gaps between current service and needs as well as opportunities to achieve efficiencies in service delivery; and*
- *Priorities for implementation based on resources, time and feasibility.*

FTA requires that projects applying for 5310 program funds must be identified in a coordination plan. As such, the following chapters of the Plan are organized to present these required elements and other information that supports the overall planning process.

**Chapter 1:** Introduces the Section 5310 program and purpose, the region, law and regulations guiding the Plan, the planning period, the process and the elements of the Plan.

**Chapter 2:** Discusses current conditions in the region including organizational infrastructure, demographics, geographical information and the backgrounds for the Central Arizona Governments, Sun Corridor MPO and regional transit providers.

- Chapter 3:** Provides vehicle inventories and identifies unmet transit needs of the Region.
- Chapter 4:** Includes conditions assessment, provider feedback, performance data, gaps in service and service redundancies, organizational capacities, partnerships, coordination activities and infrastructure.
- Chapter 5:** Identifies trip generators for regional transit.
- Chapter 6:** Identifies barriers, opportunities and strategies in community transportation.
- Chapter 7:** Identifies performance priorities.
- Chapter 8:** Project evaluation and selection for federal funding
- Chapter 9:** Outlines the public input process for the Plan.

## 2. CURRENT CONDITIONS

### 2.1 ORGANIZATIONAL INFRASTRUCTURE

#### *Central Arizona Governments*

CAG is a quasi-governmental entity serving as a forum for public officials, citizens and other interest groups within Gila and Pinal Counties to adopt policies and plans that address various transportation issues. The role of CAG is to coordinate the activities of Federal, State, and Local agencies, provide assistance and encourage public participation in the long-term development of the area.

Although CAG serves Gila and Pinal Counties, the transportation coordination planning processes for rural and urbanized areas are shared by three different agencies. **Table 1: Population by Transportation Boundary within Gila & Pinal Counties**, breaks down the estimated populations by the transportation boundaries in which the agency serves. The estimates originate from the American Community Survey 5-year estimates from 2010-2014.

**Table 1: Population by Transportation Boundary within Gila & Pinal Counties**

Community	Population
<b>CAG</b>	
Ak-Chin Indian Community	1,363
Gila County – (Remainder of unincorporated County)	17,720
City of Globe	7,463
Town of Hayden	612
Town of Kearny	2,394
Town of Mammoth	1,634
Town of Marana (Pinal County Portion)	0
Town of Miami	1,979
Town of Payson	15,234
Pinal County – (Remainder of unincorporated County within CAG Transportation Boundary)	33,132
San Carlos Apache Tribe – (Gila County portion)	5,587
Town of Star Valley	2,333
Town of Superior	2,886
White Mountain Apache Tribe – (Gila County portion)	2,003
Town of Winkelman	311
<b>TOTAL:</b>	<b>94,651</b>
<b>SUN CORRIDOR MPO</b>	
City of Eloy	17,062
City of Coolidge	12,058
City of Casa Grande	50,316
Pinal County – (Remainder of unincorporated County within Sun Corridor MPO)	30,428
<b>TOTAL:</b>	<b>109,864</b>

<b>MAG</b>	
City of Apache Junction – (Pinal County portion)	36,748
Gila River Indian Community – (Pinal County portion)	10,464
Town of Florence	26,513
City of Maricopa	45,388
Town of Queen Creek – (Pinal County portion)	240
Pinal County – (Remainder of unincorporated County within MAG Transportation Boundary)	119,534
<b>TOTAL:</b>	238,887
<b>GRAND TOTAL:</b>	<b>443,402</b>
<i>Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates; Table B01003: Total Population</i>	

CAG is working as a partner in coordination with the Sun Corridor MPO and other cities and towns in Gila and Pinal Counties. Several agencies operate transportation services within the CAG and Sun Corridor MPO Region, therefore a unified plan supporting the development of coordinated services would be appropriate. For the purposes of the ADOT grant application cycles from this point forward, unless otherwise noted in the future, this Plan will also include the Sun Corridor MPO providers and projects.

**Sun Corridor Metropolitan Planning Organization**

The Sun Corridor MPO is responsible for Transportation Planning within the MPO, including coordination planning. The Sun Corridor MPO was formed in 2013 in Pinal County. The CAG transportation boundary primarily borders the Sun Corridor MPO on the east side. The Sun Corridor MPO is also bordered to the south by the PAG Region while MAG primarily borders the north and west sides. MAG’s transportation planning boundary encompasses some cities and unincorporated areas within Pinal County. Facilitating trips across COG and MPO boundaries will be an important focus of coordination efforts. **Figure 2** displays the COGs and MPOs of the State while **Figure 3** displays the transportation boundaries for Gila and Pinal Counties.

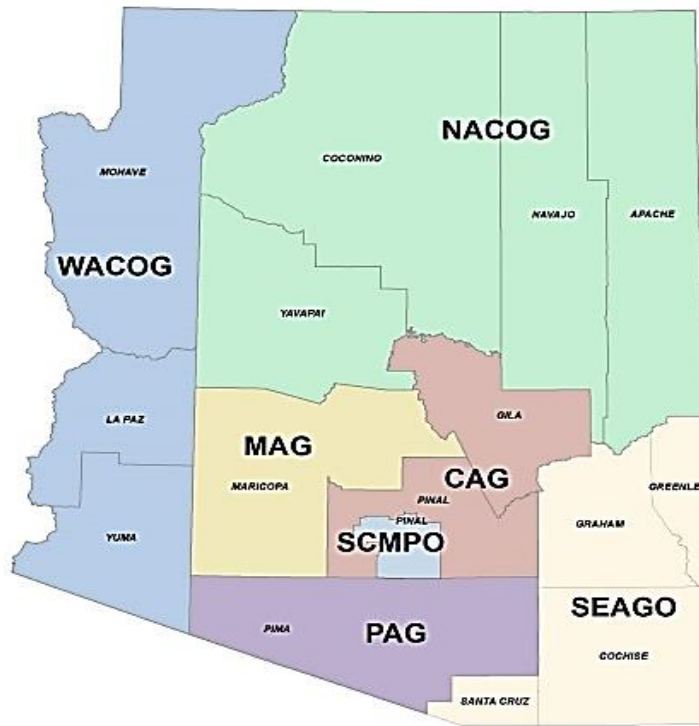


Figure 1: Planning Organizations and Councils of Government

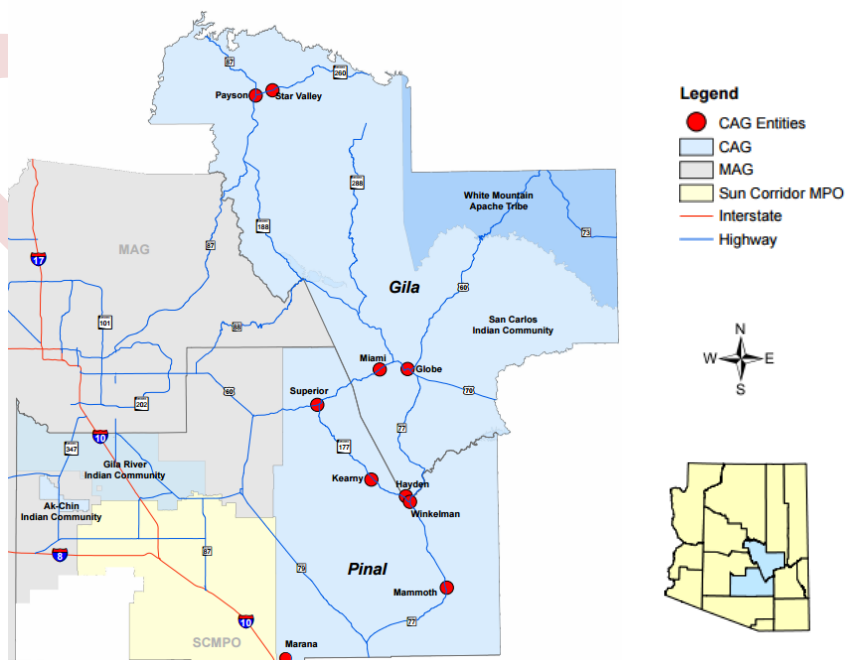


Figure 3: Transportation Planning Boundaries for Gila & Pinal



## **CAG Transportation Technical Advisory Committee (TTAC)**

The CAG Transportation Technical Advisory Committee (TTAC) is the advisory council on all transportation issues within the CAG transportation boundary. All major transit issues from the Gila-Pinal Rides Committee are presented to the TTAC for information purposes. The TTAC does not make decisions on transit-coordinated issues; however, the TTAC ultimately does make recommendations to the CAG Regional Council.

## **Gila-Pinal Rides Committee**

The Gila-Pinal Rides Committee is the steering committee for transit coordination issues within the CAG and the Sun Corridor MPO Region. The committee is comprised of transit providers and stakeholders from both Gila and Pinal Counties, and rotates meeting time and locations. Presently, the Regional Mobility Manager brings together all of the 5310 and 5311 providers, as well as interested stakeholders, to help coordinate transit, and to forward innovative ideas for the CAG and Sun Corridor MPO Region as a whole. The Gila-Pinal Rides Committee holds bi-monthly meetings with attendees from various agencies interested in public transportation. These attendees are representative in the CAG and Sun Corridor MPO Regional Transit Providers table shown on page 30. The meetings act as a forum to determine where the greatest needs are, to identify gaps in service, look for opportunities to coordinate services, provide collaboration among providers and help overcome the challenges faced throughout the Region.

## **Regional Context**

### **The CAG Region and Sun Corridor MPO**

The CAG and Sun Corridor MPO Region cover over 10,170 square miles of central Arizona. The CAG and Sun Corridor MPO Region is comprised of seventeen incorporated communities, and four Native American Communities. Gila and Pinal Counties reflect very different transportation challenges. Gila is primarily rural in nature, while Pinal contains more urbanized populations.

The urban-rural split has important implications for funding. Through coordination meetings, providers identified funding, training, reporting and asset management as major challenges for services in both rural and urban areas. Funding awarded to rural providers cannot be spent in urban areas while funding awarded to urban providers cannot be spent in rural areas. An additional challenge is identifying the overlap in services and resources to meet the needs of clientele, while not violating programmatic fund usage. Client populations vary, and due to medical conditions, may prohibit mixing some riders.

The CAG and Sun Corridor Region is served by several major transportation corridors. Interstate 8 traverses the region from west to east and Interstate 10 traverses from north to south. U.S. Highway 60 extends east through the State of New Mexico. U.S. Highway 60 connects with State Route 188 just

west of Globe and continues past Roosevelt Lake to State Route 87. State Route 87 provides travel between Payson and Metropolitan Phoenix.

Amtrak serves the region with a station in the City of Maricopa. Greyhound, in partnership with ADOT and Arizona’s rural communities, launched an “Intercity Connector” service between El Paso, Texas and Phoenix, at the end of calendar year 2015. Greyhound Connect brings service to the communities of Apache Junction, Superior, Globe, Peridot, Bylas, Thatcher, Safford and Duncan, Arizona, and connects those smaller communities with the national intercity bus network. For more information regarding Greyhound services and the connection between Casa Grande and Coolidge, see section 2.4 Service Inventory & Transit Agency Profiles.

**Figure 4** depicts the boundaries of the CAG and Sun Corridor Region in relation to one another and its members.

**Gila County** includes the incorporated communities of Globe, Miami, Payson, Star Valley, Hayden and Winkelman. The unincorporated communities of Pine, Roosevelt, Strawberry, Tonto Basin and Young are also within the limits of the County boundary. Gila County covers land area of 4,796 square miles and serves a population of approximately 53,242 (American Community Survey 5-year estimate of 2010-2014).

**Pinal County** includes the incorporated communities of Apache Junction, Casa Grande, Coolidge, Eloy, Florence, Kearny, Mammoth, Maricopa, Superior and portions of Queen Creek and Marana. The unincorporated communities of Arizona City, Gold Canyon, Oracle, Saddlebrooke, San Tan Valley and Queen Valley are also within the limits of the County boundary. Several communities, such as Casa Grande, Coolidge and Eloy have dual membership with CAG and the Sun Corridor MPO. Apache Junction, Florence, Maricopa and Queen Creek also have dual membership with CAG and the



**Figure 4: CAG Member Entities**

Maricopa Association of Governments (MAG). Pinal County covers a land area of 5,374 square miles and serves a population of approximately 390,160 (American Community Survey 5-year estimate of 2010-2014).

## 2.2 DEOMOGRAPHICS

Demographic information is presented in this Plan to help provide a better understanding and more complete picture of the population in the CAG and Sun Corridor MPO Region, and in particular persons with disabilities, older adults and low-income individuals and households.

### Census Geography

The Census information provided is available through the American Community Survey 5-year estimates of 2010-2014. For comparative purposes, demographic information for Arizona and the United States are also included where stated.

### Population

The total population for Gila and Pinal Counties are listed in **Table 2: Gila & Pinal County Populations by Place**. **Table 3: Population, Land Area, & Density**, illustrates the population growth by density by year. As the American Community Survey 1-year estimates are not done for small communities, the Arizona Office of Economic Opportunities population estimates were used for single year estimates instead. The population growth in Pinal County alone has increased by over 220 percent since the year 2000.

**Table 2: Gila & Pinal County Populations by Place**

<b>Community</b>	<b>Population</b>
<b><u>GILA COUNTY TOTAL</u></b>	<b><u>53,242</u></b>
City of Globe	7,463
Town of Hayden	612
Town of Miami	1,979
Town of Payson	15,234
San Carlos Apache Tribe – (Gila County portion)	5,587
Town of Star Valley	2,333
White Mountain Apache Tribe – (Gila County portion)	2,003
Town of Winkelman	311
Gila County – (Remainder of unincorporated County)	17,720
<b><u>PINAL COUNTY TOTAL</u></b>	<b><u>390,160</u></b>
Ak-Chin Indian Community	1,363
City of Apache Junction – (Pinal County Portion)	36,748
City of Casa Grande	50,316
City of Coolidge	12,058
City of Eloy	17,062

Town of Florence	26,513
Gila River Indian Community – (Pinal County portion)	10,464
Town of Kearny	2,394
Town of Mammoth	1,634
Town of Marana – (Pinal County portion)	0
City of Maricopa	45,388
Town of Queen Creek – (Pinal County portion)	240
Town of Superior	2,886
Pinal County – (Remainder of unincorporated County)	183,094
<i>Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates; Table B01003: Total Population</i>	

**Table 3: Population, Land Area, & Density**

	<i>Pinal County - (5,374 Square Miles)</i>		<i>Gila County - (4,796 Square Miles)</i>	
	<i>Population</i>	<i>Persons/Square Mile</i>	<i>Population</i>	<i>Persons/Square Mile</i>
AZ State 2014 (Estimates)	396,237	73.7	54,219	11.3
AZ State 2013 (Estimates)	393,813	73.3	53,670	11.2
AZ State 2012 (Estimates)	389,192	72.4	53,626	11.2
AZ State 2011 (Estimates)	384,231	71.5	53,577	11.2
Census 2010	375,770	69.9	53,597	11.2
Census 2000	179,727	33.4	51,335	10.7
Census 1990	116,379	21.7	40,216	8.4

*Source: U.S. Census Bureau, Arizona Department of Administration – Office of Employment & Population Statistics (now Office of Economic Opportunity)*

### Vehicle Availability and Travel Time

In Pinal County, 4.4 percent of housing units that have no vehicles available, whereas Gila County has 7.9 percent of occupied housing units with no vehicles available. The percentage of occupied housing units with no vehicles available is lower in the Region than in the entire country. However, when compared to the State of Arizona, Pinal County’s average is lower, while Gila County is slightly above. See **Table 4: Occupied Housing Units with No Vehicles Available, Travel Time to Work.**

**Table 4: Occupied Housing Units with No Vehicles Available, Travel Time to Work**

	<i>Pinal County</i>	<i>Gila County</i>	<i>Arizona</i>	<i>United States</i>
Occupied housing units	126,128	20,824	2,387,246	116,211,092
No vehicles available	5,535	1,652	164,029	10,594,153
Percent	4.4%	7.9%	6.9%	9.1%
Median travel time to work (minutes)	31.3	20.7	24.7	25.7

*Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates; Table DP04: Selected Housing Characteristics; Table DP03: Selected Economic Characteristics*

Although most clients/residents using services provided by 5310 funding are not typically the commuting public, travel to and from work affects travel conditions for all residents. Median travel time to work in Pinal County is higher than the average for Arizona and for the United States while in Gila County is slightly below. See **Table 5: Comparisons of Time Leaving Work.**

**Table 5: Comparisons of Time Leaving for Work**

	Pinal County	% of Commuters	Gila County	% of Commuters
Total Commuters	125,038	-	16,816	-
12:00AM - 5:59AM	30,664	24.5%	4,159	24.7%
6:00AM - 8:59AM	65,509	52.4%	9,005	53.6%
9:00AM - 11:59AM	8,148	6.5%	1,480	8.8%
12:00PM - 3:59PM	9,938	7.9%	1,420	8.4%
4:00PM - 11:59PM	10,779	8.6%	752	4.5%

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates; Table B08302: Time Leaving Home to Go to Work

## Poverty Status

Gila County's poverty rate is 22.4 percent, higher than both the Arizona national rates. Pinal County's poverty rate at 16.8 percent is slightly lower than the Arizona rate and slightly above the national rate. See **Table 6: Poverty Status in the Past 12 Months**.

**Table 6: Poverty Status in the Past 12 Months**

	Pinal County	Gila County	Arizona	United States
Population base*	364,937	52,263	6,411,354	306,226,394
Population below poverty level	61,397	11,705	1,169,309	47,755,606
Percent	16.8%	22.4%	18.2%	15.6%
Population age 65+	61,319	12,972	962,548	41,871,247
Population below poverty level age 65+	5,247	1,024	82,492	3,926,219
Percent age 65+	8.6%	7.9%	8.6%	9.4%

\*The population base for which poverty status is determined does not include unrelated individuals under 15 years of age, people living in college dormitories, or individuals living in institutional group quarters.

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates; Table S1701: Poverty Status in the Past 12 Months; Table B17001: Poverty Status in the Past 12 Months by Sex and Age.

## Income and Unemployment

Household income for Gila County is significantly less than the Arizona and national averages, while Pinal County has a median household income that is slightly higher than the Arizona average, but lower than the national average.

Average unemployment rates for both Gila and Pinal Counties are higher than those of Arizona and United States. See **Table 7: Income & Unemployment**.

**Table 7: Income & Unemployment**

	Pinal County	Gila County	Arizona	United States
Median household income	\$50,248	\$40,042	\$49,928	\$53,482
Percent of civilian labor force unemployed	11.6%	12.1%	9.9%	9.2%

Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates; Table S1903: Median Income in the Past 12 Months (in 2014 Inflation-adjusted Dollars); Table S2301: Employment Status

## Age

The Region is composed of a largely diverse age population. In Pinal County, the largest populations are in the 24 to 44 and less than 18 years-of-age ranges. For Gila County, the largest populations are in the 45 to 64 years of age and 65 years and older. These differences in ages of the populations reflect the transportation needs of each County. **See Table 8: Populations by Age Group.**

**Table 8: Population by Age Group**

	<i>Pinal County</i>	<i>Gila County</i>
Under 18 years of age	99,708	11,035
Age 18 to 24 years	31,823	3,888
Age 25 to 44	106,330	9,606
Age 45 to 64	90,352	15,530
Age 65 years and older	61,947	13,183
<b>TOTAL:</b>	<b>390,160</b>	<b>53,242</b>

*Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates; Table B01001: Sex by Age*

## Disability Status

Approximately 12.7 percent of the civilian, non-institutionalized population in Pinal County has a disability. This is slightly higher than the percentage for Arizona and that of the United States. For Gila County, the percentage of the population with a disability rises to 19.3 percent and is significantly higher than that of Arizona and the national rates. **Tables 9 thru 11** breaks down the populations by disability status, type and age group respectively.

**Table 9: Disability Status**

	<i>Pinal County</i>	<i>Gila County</i>	<i>Arizona</i>	<i>United States</i>
Population with a disability*	46,667	10,139	767,091	37,874,571
Percent	12.7%	19.3%	11.9%	12.3%

*\*Population is based off of civilian non-institutionalized population.*

*Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates; Table S1810: Disability Characteristics*

**Table 10: Disability Status by Type**

	<i>Pinal County</i>		<i>Gila County</i>	
	<i>Population</i>	<i>Percent (%)</i>	<i>Population</i>	<i>Percent (%)</i>
Civilian non-institutional population	366,822	-	52,431	-
With a disability	46,667	12.7%	10,139	19.3%
With a hearing difficulty	13,946	3.8%	3,621	6.9%
With a vision difficulty	8,069	2.2%	2,095	4.0%
With a cognitive difficulty	17,137	4.7%	3,588	6.8%
With an ambulatory difficulty	24,689	6.7%	5,551	10.6%
With a self-care difficulty	9,024	2.5%	1,992	3.8%
With independent living difficulty	16,460	4.5%	3,310	6.3%

*NOTE: Percentages (%) are calculated from total civilian non-institutional population. Any given person may have more than one disability and therefore the "disability difficulties" shall not be summarized for final total calculation purposes.*

*Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates; Table S1810: Disability Characteristics*

**Table 11: Disability Status by Age Group**

	<i>Pinal County</i>		<i>Gila County</i>	
	<i>Population</i>	<i>Percent (%)</i>	<i>Population</i>	<i>Percent (%)</i>
Under 5 years of age	93	0.3%	34	1.1%
Age 5 to 17 years	4,119	5.7%	582	7.3%
Age 18 to 64 years	23,578	11.5%	4,807	16.9%
Age 65 years and over	18,877	30.8%	4,716	36.4%

*NOTE: Percentages (%) are calculated from total civilian non-institutional population of the particular age group.*

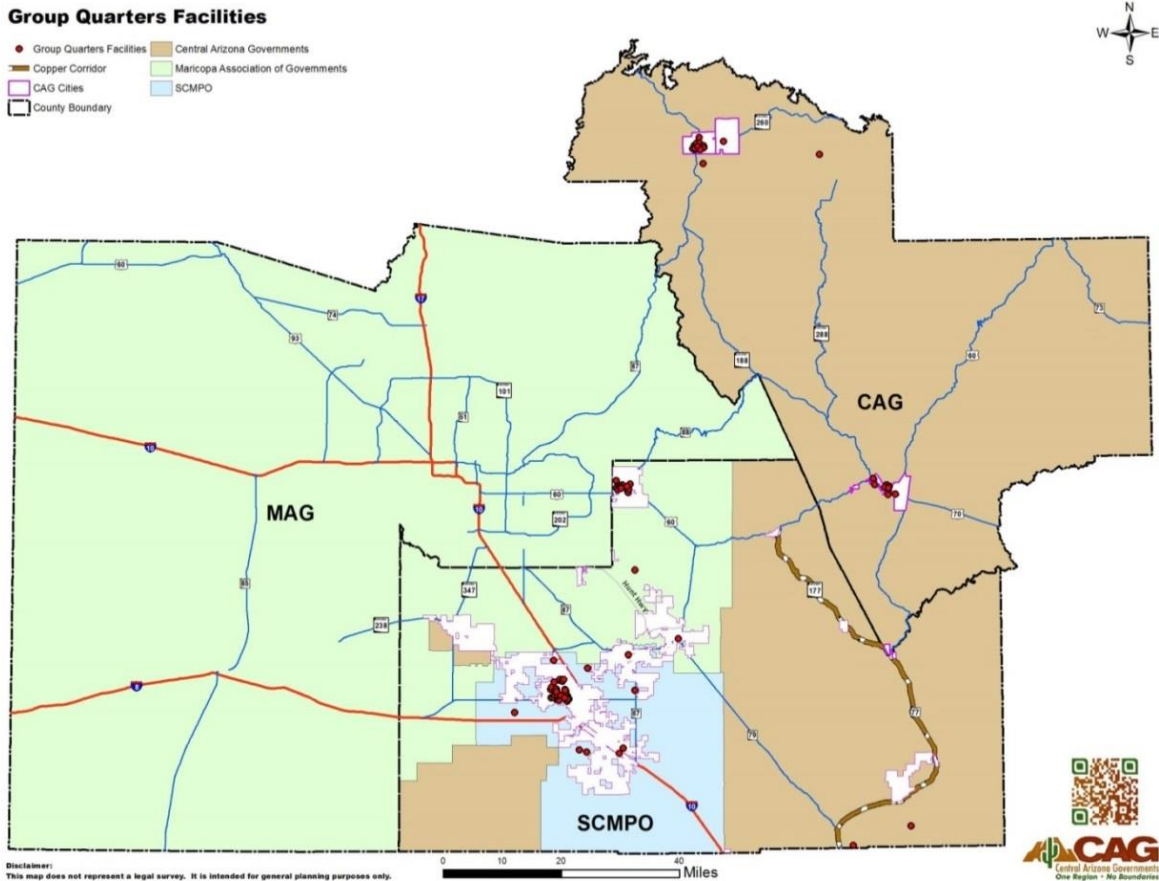
*Source: U.S. Census Bureau, 2010-2014 American Community Survey 5-Year Estimates; Table S1810: Disability Characteristics*

## **Origins and Destinations**

This section documents significant travel origins and destinations in the CAG and Sun Corridor MPO Region for special needs transportation services.

### **Origins**

Travel often originates in residential areas, including low-income rental housing, assisted living facilities or nursing homes, low-income apartments and those classified by the U.S. Census as Group Quarters. CAG collects this data annually from the communities in the region and reports it to the Arizona Office of Economic Opportunities. There are approximately 109 Group Quarter facilities identified within the Region. **See Figure 5: Group Quarter Facilities** for general locations of identified Group Quarters. However, for confidentiality and safety reasons, Domestic Violence shelters are not shown.

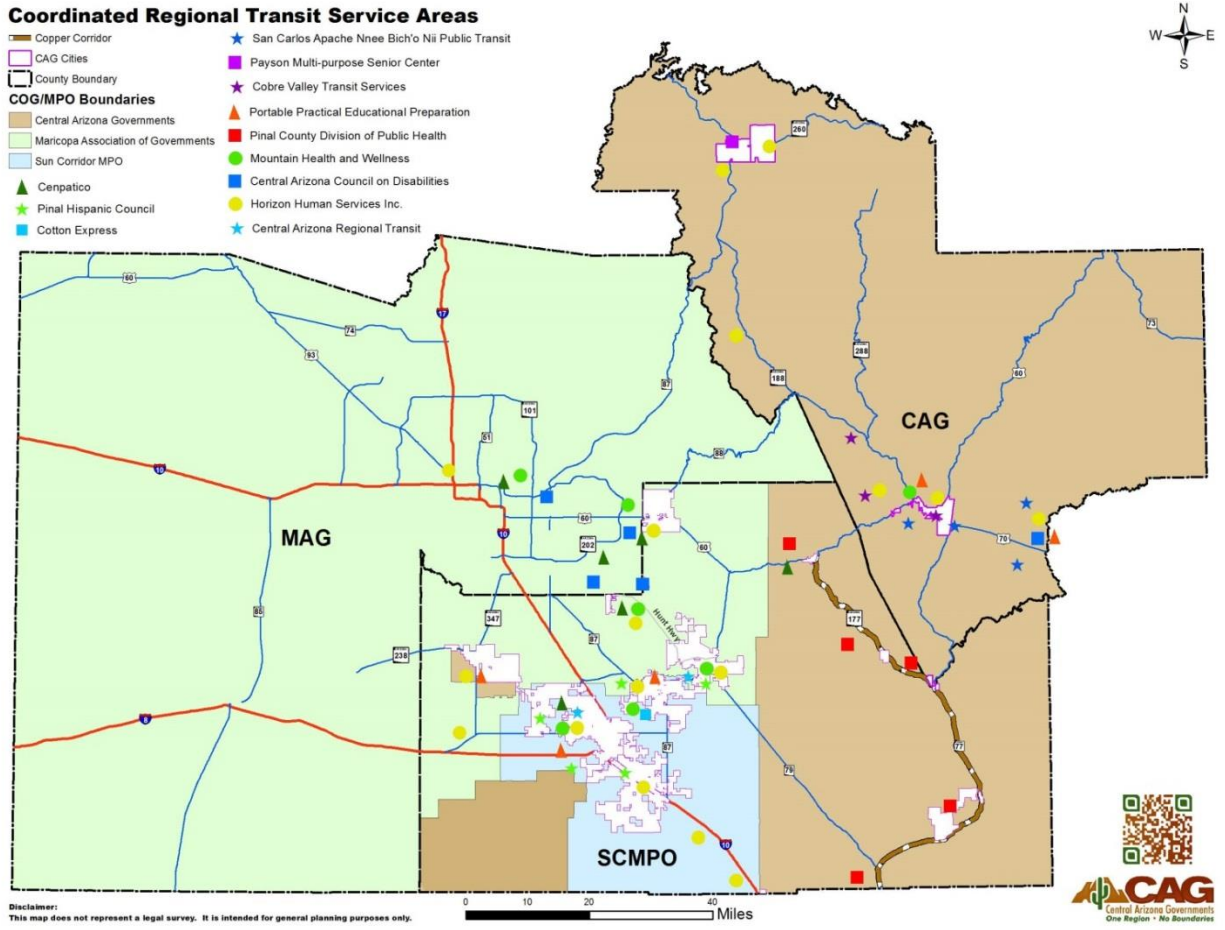


**Figure 5: Group Quarter Facilities  
Current COG/MPO Transportation Planning Boundaries**

### Travel Destinations

Travel destinations for special needs populations include large employers, commercial areas, medical facilities, clinics, and human service agencies. Pinal County has a high employment sector within the State Prisons due to the location of fourteen adult prisons and two juvenile detention centers within the County boundary. Destinations of significance are listed by category in **Figure 6: Regional Transit Service Map**.





**Figure 6: Regional Transit Service Map**

**Colleges**

Colleges that serve the Region include Central Arizona College, Gila Community College, Rio Salado and Mesa Community College.

**Medical Facilities**

Important medical facilities to note within Gila and Pinal Counties are listed in **Table 12: Major Medical Facilities in the CAG & Sun Corridor MPO Region**. Many residents travel to Maricopa County for medical facilities.

<b>Table 12: Major Medical Facilities in the CAG &amp; Sun Corridor MPO Region</b>	
<b>Facility</b>	<b>Location</b>
Banner Payson Medical Center	Payson – (Gila County)
Cobre Valley Regional Medical Center	Globe – (Gila County)
San Carlos Dialysis	Peridot – (Gila County)

Apache Junction Dialysis Center	Apache Junction – (Pinal County)
Banner Ironwood Medical Center	San Tan Valley – (Pinal County)
Banner Goldfield	Apache Junction – (Pinal County)
Casa Grande Banner Medical Center	Casa Grande – (Pinal County)
Fresenius Kidney Care & Santan Dialysis	Florence – (Pinal County)
Florence Hospital at Anthem	Florence – (Pinal County)
Fresenius Kidney Care & Mammoth Dialysis	Mammoth – (Pinal County)
Western Skies Dialysis	Casa Grande – (Pinal County)
Casa Grande Dialysis	Casa Grande – (Pinal County)
Gila River Dialysis	Sacaton – (Pinal County)
Banner Heart Hospital	Mesa – (Maricopa County)
Mayo Clinic	Scottsdale – (Maricopa County)
Veteran’s Medical Center	Phoenix – (Maricopa County)

## Employers

Major employers in the Pinal portion of the CAG and Sun Corridor MPO Region are in the public administration and retail trade industry. Similarly, in Gila County, retail trade is in the top two industries, while the largest employment sector is other services (except public administration). **Table 13: Top Employers**, lists the top 15 largest job producers within Gila and Pinal Counties by County.

<b>Table 13: Top Employers</b>			
<b>Top Pinal County Employers</b>		<b>Top Gila County Employers</b>	
	<b>Jobs</b>		<b>Jobs</b>
Arizona State Prison Complex	3,000	ASARCO Hayden Operations	1,200
Arizona Department of Corrections	1,186	Freeport-McMoran	638
Reginal Care Service Corporation	850	Apache Gold Casino	400
Casa Grande Banner Medical Center	800	BHP Copper Company	300
Walmart Distribution Center	736	Freeport-McMoran	300
Harrah’s Ak-Chin Casino	600	Banner Payson Medical Center	300
Central Arizona Detention Center	590	Cobre Valley Community Hospital	245
Hexcel Corporation	550	Walmart Supercenter	230
Abbot Nutrition	500	BJ Cecil Trucking Incorporation	200
Arizona Renaissance Festival – (Seasonal)	500	San Carlos Housing Authority	153
Frito-Lay Incorporation	450	Gila County Sheriff	150
Walmart Supercenter	400	Payson Town Hall	150
Walmart Supercenter	350	U.S. Forest Service, Ranger Station	150
Walmart Supercenter	340	San Carlos Hospital	135
Casa Grande Union High School	300	Safeway	133

Source: Central Arizona Governments 2012 Employer Database

## **Target Market**

As background for the Plan, CAG made an assessment of possible transit ridership, jobs-housing balance for the region, services currently available and current service barriers. In addition, the Plan identifies geographic and boundary issues that affect coordination activities.

Certain population types tend to use transit more often than the choice rider, which is a rider who is not dependent on public transportation. Riders who are transit dependent are more likely to use alternative transportation systems than those who own a personal vehicle. This Plan looks to improve transportation services for population types that typically become transit dependent such as people with a disability and seniors above the age of 65.

Before strategies can be considered for implementation, it is vital to assess the current demographics and travel modes of rural/urban area residents. Many times individuals fit into a combination or all the categories. During the development of the Plan, CAG collected information to understand where the focus of transit service should be. CAG observed data of these population types to the total population to determine the percentage of the total population type represented. In many instances, improving transportation services for one group could provide corresponding benefits to all groups.

### **People with Disabilities**

For the general population, the ability to drive helps define personal mobility. For people with disabilities, the concept of personal mobility is much more complex.

The disabled population is one of the least likely groups to own a car or have the ability to drive. As such, they must rely on either public transportation or other forms of transit. Based on the Americans with Disabilities Act (ADA) definition, the FTA defines a disability by:

- A physical or mental impairment that substantially limits one or more major life activities of such individual
- A record of such impairment
- Being regarded as having such impairment

However, the U.S. Census defines disability as a long lasting physical, mental, or emotional condition and is self-reported. Therefore, some discrepancies exist between the two measurements. As Table 9: Disability Status indicates, 12.7 percent or 46,667 people in Pinal County area have a disability and 19.3 percent or 10,139 people in Gila County have a disability.

In addition to transportation (mobility), employment can be a significant contributor to the social well-being within the disabled population. As a large percentage of the disabled population also represent zero vehicle households, transit dependency can have a compounding effect on employment making public transportation and other modes of transit very important for this population.

## **Low Income**

Limited or lack of access to employment centers can become a significant barrier to overcoming poverty, as many low income individuals have limited or no access to a personal vehicle. The FTA defines low income or limited incomes as falling below 150 percent of the federal poverty level. As Table 6: Poverty Status in the Past 12 Months indicates, 22.4 percent and 16.8 percent of the populations of Gila and Pinal County live below the poverty level at respectively. The poverty level for individuals 65 and over is 7.9 percent and 8.6 percent respectively.

## **Job Location**

An efficient and effective public transportation system must reach the location of principal employers. The Pinal County Transit Feasibility Study completed in 2011, demonstrated that long distances between developed areas create long job commutes. With high travel costs, economically challenged individuals and families are particularly sensitive to commute costs and represent a strong potential transit market.

Land use zoning continues to influence future development locations for both commercial and residential uses. Consolidation of similar business purposes such as industrial and heavy industrial are the results of current zoning practices. Casa Grande, as an example, is rezoning industrial areas along their western fringes, with southern portions of Coolidge and western sections of Eloy following the same pattern. The majority of industrial growth in Pinal County is occurring along the interstate and rail corridors. Conversely, residential areas are continuously expanding in San Tan Valley, City of Maricopa and the northern fringes of the City of Casa Grande. This type of urban sprawl will present further difficulties to the public transit system. As a result, longer commute distances between residential areas and employment centers would create larger coverage areas. This in turn would create the need for expansion of the public transit system.

## **Location of Support Services**

It is beneficial to provide access to not only employment and residential centers, but also to support services serving the target clientele of this Plan (people who have a disability and seniors). In many rural areas, it is difficult for the transit dependent community to travel the long distances between social services and their residential communities. Rural transit helps bridge the spatial divide between people and services. In many instances, human service agencies serve as the provider of public transportation. The role of these entities varies, with some agencies engaging in the purchase of vehicles and enlisting drivers while others contract with larger transit providers.

## 2.3 ENVIRONMENT

The physical landscape of the CAG and Sun Corridor MPO Region is distinctively unique, ranging from the low-lying desert terrain of southern Pinal County, to the steep hills and mountains characteristic of Northern Gila County. As displayed in **Figure 7: Arizona Geologic Provinces**, the State of Arizona encompasses three geologic physiographic provinces: The Colorado Plateau to the North, the Basin and Range Province to the South, and the intervening Central Heights (Transition Zone) which runs through the central interior region of the state.



**Figure 7: Arizona Geologic Provinces**  
**Pinal County**

The topography of Pinal County, located in the southern part of the Region, ranges from level and gently sloping foothills located on the valley slopes and floodplains, to more distinctively sloped hills and mountains, which are located throughout the county. Elevations in Pinal County range from approximately 1,000 feet above mean sea level in the lower lying desert areas, to a high point of approximately 6,158 feet in the mountains located in the far eastern portion of the county, which are adjacent to Graham County. **Figure 7: Arizona Geologic Province** reflects the physiographic features and characteristics, which are indicative of the particular zone.

The Basin and Range Province is characterized by extremely dry desert lowlands with annual precipitation ranging from 4 to 12 inches. The Basin and Range Province is comprised of a series of north to northwest trending, fault-block mountain ranges flanked by broad gravel fans, which slope from the foot of the mountains down into the basins. These regional mountain ranges incorporate a diversity of Proterozoic to Cenozoic rock formations, which display very complex structural and metamorphic histories.

### **Gila County**

The topography of Gila County located in the northern part of the CAG Region ranges from moderately to intensely steep hills and mountains, interspersed with gently to strong sloping valley plains and stream floodplains. Elevations in Gila County range from approximately 1,950 feet above mean sea level near the lower lying desert terrain regions located along the Gila River in the southern area of the County, to a height of 7,915 feet of Promontory Butte, located in the extremely mountainous, northern area of the County along the Mogollon Rim. In direct correlation with topographical elevation, Gila County contains heavily forested areas and numerous grassland

meadows in the northern highlands, and mountainous desert regions in the southern part of the County that are covered with various desert cacti, flora and fauna.

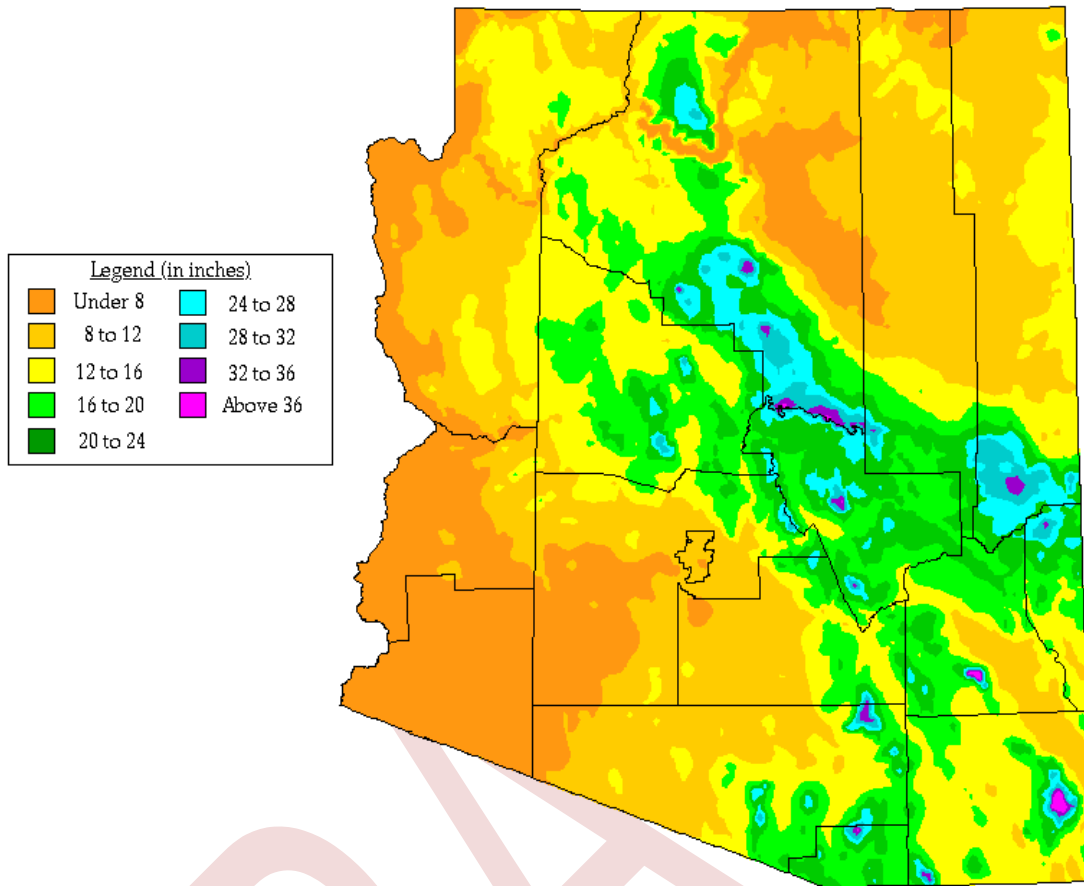
The southern part of Gila County contains desert terrain and is located within the Basin and Range Province. However, the majority of Gila County is located within the Central Highlands zone, which is geographically situated in between the Colorado Plateau to the north, and the Basin and range Province to the south.

The Central Highlands zone is characterized as being a topographically diverse region, featuring deep canyons, high peaks and contains a number of interspersed mesas, valleys and small mountains. Because this transition zone contains physiographic aspects, which are relevant to both the Colorado Plateau and the Basin and Range Province, it conveys little resemblance to either geologic zone. The geological structure of this zone is extremely diverse, and the numerous types of rock formations have exerted a strong influence upon both the landforms located throughout Gila County and the development of various soil types. The Central Highlands Province also stimulates precipitation by forcing prevailing northerly flows of warm, moist air to the higher and much cooler elevations of the Region. .

### **Climate & Precipitation**

The climate of the CAG and Sun Corridor MPO Region is extremely diverse, and contains various climatic zones ranging from the high altitude, coniferous forests of northern Gila County, to the warm and dry Sonoran Desert located in the southern part of Pinal County. The average annual precipitation ranges from approximately 2 to 9.5 inches in the lower desert regions, to a range of approximately 14 to 25 inches in the mountains and areas of higher elevation. The variability in climate results from vast differences in elevation, regional distribution of topographical features and variations in rainfall. Such variability contributes to the noticeable differences in fauna and flora which are dispersed throughout both Gila and Pinal Counties.

The CAG and Sun Corridor MPO Region is characterized by two distinctive rainy seasons. The winter rain season generally lasts from December to March, and results from precipitation that originates over the Pacific Ocean and the Gulf of Alaska, and moves eastward across California into Arizona. The winter rainy season usually accounts for the majority of the overall percentage of Pinal and southern Gila County's annual average precipitation. In the northern highlands of the CAG Region, this precipitation generally results in several inches of snowfall. The other rainy season, commonly referred to as the monsoon season, occurs between the months of July and September. This particular rainfall is the result of relatively moist, warm air from a seasonal Bermuda high-pressure system geographically situated over the Gulf of Mexico. This established, incoming northwestern airflow from the Gulf of Mexico causes the hot and unstable air located throughout the lower lying desert regions to rise by processes of convection, and typically generates severe thunderstorms and heavy rainfalls within a short duration of time. **Figure 8: Average Annual Precipitation** displays the average precipitation throughout the State of Arizona.



**Figure 8: Average Annual Precipitation**

The climate in southern Gila County and Pinal County is characterized by mild winters and hot summers. The climate within northern Gila County is relatively mild throughout both the summer and winter seasons. Average temperatures range from a January minimum of 23.7 degrees in Payson to a July maximum of 107.0 degrees in Coolidge. Although the CAG and Sun Corridor MPO Region is topographically and climatically diverse, most of the precipitation within the Region occurs during the two rainy seasons of winter and summer, with dryer periods of weather occurring during the spring and fall.

## 2.4 SERVICE INVENTORY & TRANSIT AGENCY PROFILES

### Human Services Transportation Level of Service

Many human services agencies provide some form of transportation service to their clients. The level of service provided can vary significantly from agency to agency, depending on the clients' needs and the agencies' resources. Transportation services provided by human service agencies can be placed in one of four categories listed below in descending order of involvement and complexity.

1. Provide transportation by operating vehicles to transport their clients.

2. Through formal arrangements, contract with other transportation providers for clients' transportation needs.
3. Subsidize transportation by providing clients with bus fare, taxi vouchers, mileage reimbursement, or cash.
4. Arrange for transportation by assisting clients with trip planning and information on transportation options.

Coordination, and participation in the coordination planning process, is a potential benefit to all agencies regardless of the level of service provided.

### **CAG & Sun Corridor MPO Region Transit Providers**

General profiles for each of the active Coordinated Mobility Providers are in **Table 14: Active Coordinated Mobility (5310 & 5311) Providers**. Active providers are 5310 providers that are involved in the Gila-Pinal Rides Committee and engaged in community cooperation to improve travel opportunities for elders and people with disabilities. Profiles of each of the active providers are listed at the end of this section. **Figure 6: Regional Transit Service Map** (which was referenced earlier in the Plan) can also help to facilitate further coordination between the CAG and Sun Corridor MPO 5310 Program providers.

<b>Table 14: Active Coordinated Mobility (5310 &amp; 5311) Providers</b>	
<i>Providers</i>	<i>Main Office Location</i>
Achieve Human Services	Casa Grande
Central Arizona Regional Transit (CART)	Coolidge
Coolidge – Cotton Express	Coolidge
Horizon Health & Wellness	Casa Grande
Town of Kearny	Kearny
Payson Multipurpose Senior Center	Payson
Pinal County – On The Go Express	Florence
Pinal-Gila Council for Senior Citizens	Casa Grande
Pinal Hispanic Council	Eloy
Portable Practical Education Preparation (PPEP) / Encompass	Tucson
San Carlos Apache Tribe – Nnee Bich’ o Nii Transit	Peridot
Town of Superior	Superior
Town of Miami – Cobre Valley Community Transit	Miami
White Mountain Tribal Community (Became active in 2016)	Whiteriver, AZ



<i>Commercial Transportation Providers</i>	<i>Site Location</i>
Union Cab Company	Coolidge
Casa Grande Executive Car Service	Casa Grande
Pinal Connections	Casa Grande
Safe Ride and Statewide Express Transportation	Various

CAG and the Sun Corridor MPO also reach out to local stakeholders to form partnerships to participate within the Gila-Pinal Rides Committee in an effort to provide the most comprehensive, effective transportation coordination for the CAG and Sun Corridor MPO Region. **Table 15: Non-Active Coordinated Mobility (5310) Providers** list those that are currently non-active in coordination.

**Table 15: Non-Active Coordinated Mobility (5310) Providers**

<i>Providers</i>	<i>Main Office Location</i>
Ak-Chin Indian Community	Ak-Chin Indian Community
Arizona Foundation for the Handicapped	Casa Grande
Banner Casa Grande	Casa Grande
Catholic Community Services	Tucson
Central Arizona College	Casa Grande
City of Globe	Globe
Community Alliance Against Family Abuse	Apache Junction
DES/DDD – Coolidge	Coolidge
Dorothy Powell Senior Adult Center	Casa Grande
Eloy Adult Center	Eloy
Gila County GEST	Globe
Globe Active Adult Center	Globe
Hayden Senior Center	Hayden
Lutheran Social Services of the Southwest	Tucson
Miami Senior Center	Miami
Superior Senior Center	Superior
Town of Florence – Dorothy Nolan Senior Center	Florence

As part of the coordination among transit providers, **Table 16: 5310 Training & Workshops Hosted by CAG & Sun Corridor MPO** list of expected opportunities throughout the 2017 calendar year for 5310 providers to receive assistance within the Region.

<b>Table 16: 5310 Training &amp; Workshops Hosted by CAG &amp; Sun Corridor MPO</b>
<i>Training or Workshop Session</i>
Grant Writing Workshop
True Cost of Transit, Transit Budget
Data Collection Workshop
Grant Compliance Workshop
FAST ACT, Transportation Bill
Vehicle % Asset Management
Best Practices, Transit Management
Driver PASS Training
Grant Management

Dates and locations will be announce once available.

**CAG & Sun Corridor MPO Region Transit Providers**

In the recent survey, 55 percent of human service agencies who responded were slightly more likely to limit the kinds of trips provided within their transportation services. Even though limits were imposed over this last year, priority trips were granted for shopping, AHCCCS-required and non-emergency medical trips. Currently not one of the agencies responding to the survey contracts to another provider, the focus is to transport their clients and using their own vehicles.

According to agencies responding to the survey, the average number of one-way client trips made last year was 17,488. Agency vehicles are not the only form of transportation that clients are using. Case managers, part-time employees and others willingly use their private vehicles to transport clients to and from visits for counseling, shopping, doctor visits and other necessary trips. When agency vehicles are not used to transport clients the average reimbursement provided to the owner of the vehicle is 45 cents per mile. For those agencies that did pay out mileage to employees, personal vehicles, on average, transported clients a total of 19,681 miles. The average number of trips provided, using personal vehicles, during the past year was approximately 1,339.

When agencies were asked if they are aware of activities, or destinations for which more transportation is needed, 55.6 percent agreed that more services are needed in order to serve their clientele.

The following pages are the individual profiles of Section 5310 and 5311 providers in Gila and Pinal Counties. This information is self-reported and updated annually.

**Achieve Human Services**  
**Pinal County**



General program information:

**Mission**

Empower the individuals that we serve to live their lives to their greatest potential.

**Vision**

We lead in the development and delivery of innovative programs designed to strengthen individuals and build stronger communities.

**Services**

Achieve Human Services is a non-profit organization that provides employment services to individuals with documented disabilities. Achieve Human Services offers the following services: Center Based Employment, Group Supported Employment and Individual Supported Employment/Support Aide.

**Overview of Program**

***Service:***

Client transportation services

***Applicant Status:***

501 (c)(3) Non-Profit

***Service Area:***

See Figure 6

***Major Funding Source:***

Private Pay, State, and Federal

***Number of Vehicles: 4***

***Annual Data Year: 2016***

***Annual Trips: 7,200***

***Annual Hours: 2,400***

***Annual Miles: 36,000***

***Contact:***

Kelly Thomas

[kthomas@achievehs.org](mailto:kthomas@achievehs.org)

Phone: 928-446-2171

Address: 3151 N. Piper Ave.

#B117

Casa Grande, AZ 85131

***Current Coordination/Needs:***

Coordinate with area group homes when members are living in congregate settings.

***Unmet Needs:***

Achieve Human Services is requesting a replacement van for VIN 6949.

## **Central Arizona Regional Transit (CART)**

### **Pinal County**



The Central Arizona Regional Transit (CART) is operated by the City of Coolidge and its partners including Florence, Central Arizona College and Pinal County. The Central Arizona Regional Transit (CART) is a fixed route connector service connecting Coolidge, Florence, Central Arizona College and the Greyhound Terminal in Casa Grande. Central Arizona Regional Transit (CART) also utilizes a commuter route in the early mornings from 5:05 am -7:07 am and in the late afternoon from 4:25 pm – 6:25 pm. Three Vehicles are used daily. One is used as a backup. The Central Arizona Regional Transit Routes Hours of Operation are from 5:15 am – 8:00 pm Monday through Friday.

Central Arizona Regional Transit fares are \$2.00 for a one way pass or \$4.00 for a daily pass. College students with school ID are \$1.00 each way or \$2.00 for a daily pass. The highest trip purpose is education, followed by commuters commuting to work, and health/medical. The Central Arizona Regional Transit has a large volume of student riders. Most other rides are for shopping and medical services.

In addition to fare revenue, the Central Arizona Regional Transit is funded by the City of Coolidge, Town of Florence, Central Arizona College, Pinal County, and by the Federal Transit Administration (FTA) 5311F Program, managed by the Arizona Department of Transportation (ADOT).

### **Overview of Program**

**Service:** Fixed Route Connector

**Applicant Status:** Local Government

**Service Area:** From Coolidge to Casa Grande

**Major Funding Source:** 5311 – Rural Public Transit

**Number of Vehicles:** 3

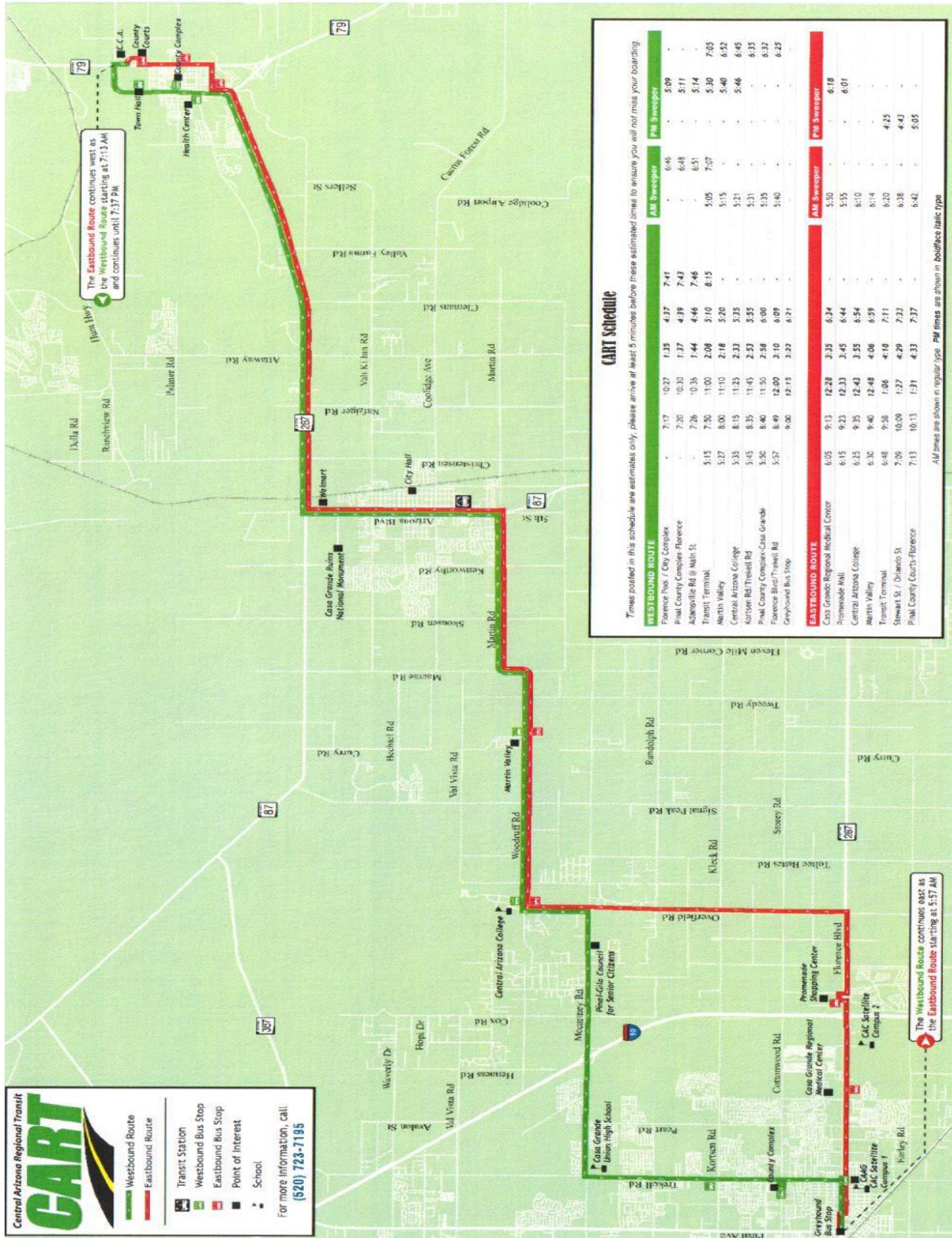
**Annual Trips:** 20,370

**Annual Hours:** 9,360

**Annual Miles:** 132,015

**Contact:** Mike Meyer  
[mmeyer@coolidgeaz.com](mailto:mmeyer@coolidgeaz.com)  
(520) 251-1041

### **Current Coordination/Needs:**



### CART Schedule

Times posted in this schedule are estimates only, please arrive at least 5 minutes before these estimated times to ensure you will not miss your boarding.

WESTBOUND ROUTE	AM Sweeper	PM Sweeper								
Phoenix / City Complex	7:17	10:27	1:35	4:37	7:41	6:46	5:09			
Pinal County Computer Reference	7:20	10:30	1:37	4:39	7:43	6:48	5:11			
Alamoite Rd @ Main St	7:26	10:36	1:44	4:46	7:46	6:51	5:14			
Transit Terminal	5:15	7:50	11:00	2:08	3:10	8:15	5:05	7:07	5:30	7:05
Marlin Valley	5:27	8:00	11:10	2:18	3:20	5:15	5:15	5:40	6:52	
Central Arizona College	5:35	8:15	11:25	2:33	3:35	5:21	5:21	5:46	6:48	
Ajtown Rd/Towell Rd	5:45	8:35	11:45	2:43	3:45	5:31	5:31	5:56	6:35	
Pinal County Computer-Casa Grande	5:50	8:40	11:50	2:48	3:50	5:36	5:36	5:61	6:32	
Flourish Blvd/Towell Rd	5:57	8:49	12:00	3:10	4:09	5:40	5:40	5:65	6:25	
Greyhound Bus Stop	9:20	12:15	3:23	6:21						

EASTBOUND ROUTE	AM Sweeper	PM Sweeper					
Casa Grande Regional Medical Center	6:05	9:13	12:28	3:35	6:34	5:50	6:18
Promenade Mall	6:15	9:23	12:33	3:45	6:44	5:55	6:01
Central Arizona College	6:25	9:35	12:43	3:55	6:54	6:10	
Marlin Valley	6:30	9:40	12:48	4:06	6:59	6:14	
Transit Terminal	6:48	9:58	1:06	4:18	7:11	6:20	4:25
Stewart St / Durawood St	7:08	10:09	1:27	4:29	7:23	6:38	4:43
Pinal County Computer-Florence	7:13	10:13	1:31	4:33	7:27	6:42	5:05

All times are shown in regular type. PM times are shown in boldface italic type.

## **Coolidge – Cotton Express**

**Pinal County**



The Cotton Express is operated by the City of Coolidge with a fleet of five 18-passenger, wheelchair accessible buses. Four vehicles are operated daily. One vehicle is used as a backup. The Coolidge Cotton Express Routes Hours of Operation are from 7:00 am - 8:00 pm Monday through Friday.

Two types of service are provided in the City of Coolidge, a deviated fixed route and an On Demand service which utilizes a 24-hour advanced reservation system. The Cotton Express fare for a fixed route service is \$1.00 for adults and \$.50 for children. A fare of \$1.50 is charged for the On Demand service, regardless of age.

In addition to fare revenue, the Coolidge Cotton Express is funded by the City of Coolidge, fares and by the Federal Transit Administration (FTA) 5311 Program, managed by the Arizona Department of Transportation (ADOT).

### **Overview of Program**

**Service:**

Public Transit Service

**Applicant Status:**

Local Government

**Service Area:**

See – Figure 6 and Route on following page

**Major Funding Source:**

5311 – Rural Public Transit

**Number of Vehicles:** 8

**Annual Trips:** 24,202

**Annual Hours:** 10,441

**Annual Miles:** 90,693

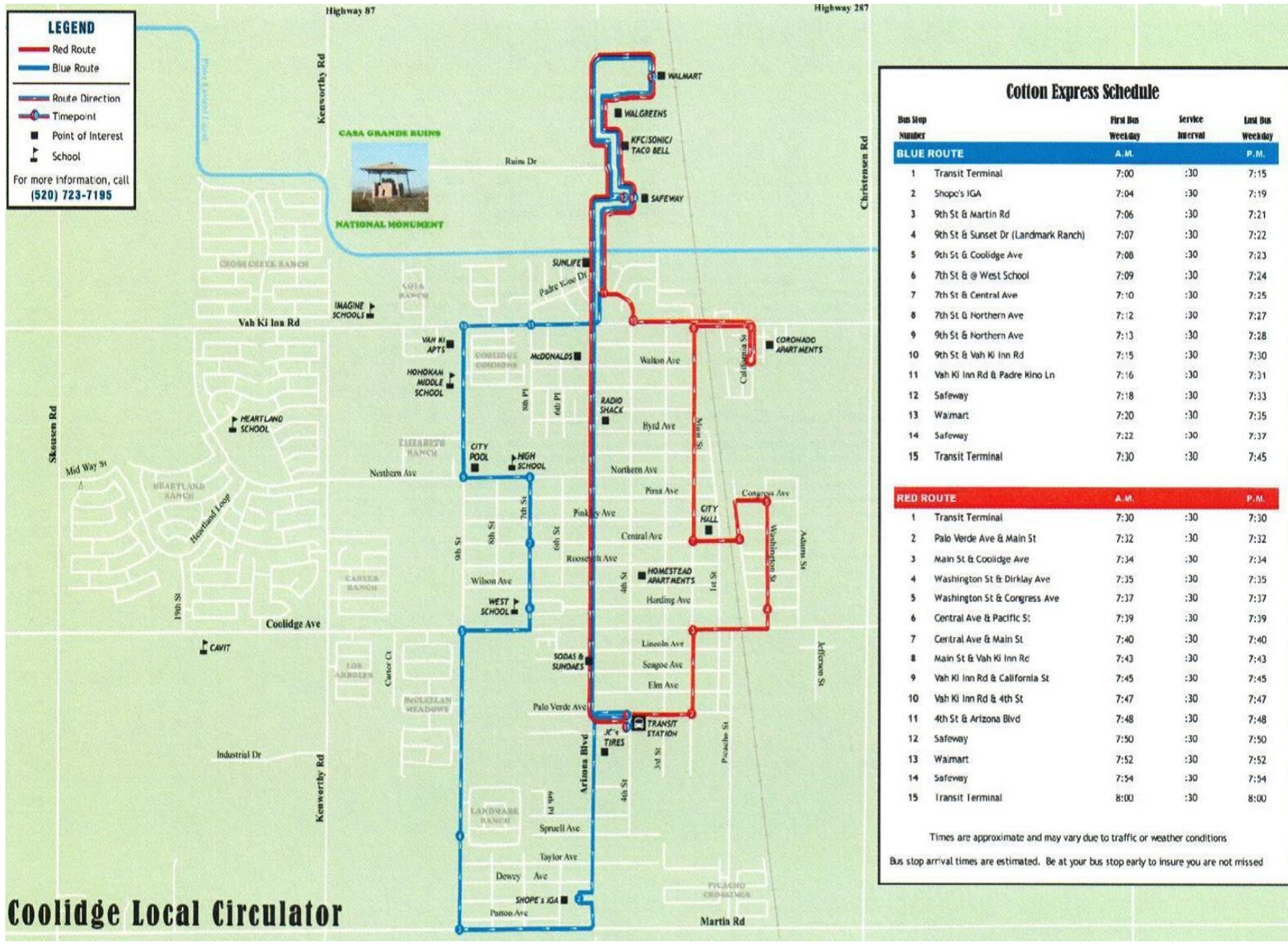
**Contact:** Mike Meyer

[mmeyer@coolidgeaz.com](mailto:mmeyer@coolidgeaz.com)

(520) 251-1041

### **Current Coordination/Needs:**

The Cotton Express has been an active participant in the Pinal Transportation Coordination Demonstration projects, as part of Arizona Rides. Cotton Express works closely with the Senior Center concerning transportation issues and it provides transportation to the Family Resource Center in Coolidge. Also, bus stops are located at the DES and Pinal County Health Department offices. In the future, specific coordination opportunities with Horizon Health and Wellness are being discussed.



**Coolidge Local Circulator**

**Horizon Health & Wellness**  
**Gila & Pinal County**



Horizon Health and Wellness is a private, not-for-profit integrated healthcare agency that provides quality psychiatric and medical services and programming to disabled individuals and families in Pinal and Gila counties. Participants are enrolled in many diverse services, which include primary care, psychiatric evaluations, medication monitoring, vocational rehabilitation, residential treatment services, substance abuse treatment, individual and group therapy, inpatient services and court ordered treatment coordination.

Horizon Health and Wellness provides transportation services to eligible registered participants. No fare is charged. Individuals are transported to and from psychiatric and medical appointments, day treatment programs, therapy sessions, case management services and other miscellaneous purposes that meet medical necessity criteria. Transportation services are provided Monday through Friday 8:00 am to 6:00 pm. In addition, transportation services are provided 24 hours a day, seven days a week, to individuals residing in agency group homes.

Horizon has a fleet of vehicles based at various facilities in Pinal and Gila counties. The service area includes a 45-mile radius from Casa Grande; Apache Junction, Queen Creek, the San Pedro Valley, Globe/Miami and Payson. Primary destinations include: Horizon facilities, medical appointments, social services, and social activities.

**Overview of Program**

**Service:**

Client Transportation Service

**Applicant Status:**

Non-Profit Agency

**Service Area:**

See – Figure 6

**Major Funding Source:**

5310 – Rural Public Transit

**Number of Vehicles:** 72

**Annual Data Year:** 2016

**Pinal Trips:** 35,290

**Pinal Hours:** 48,115

**Pinal Miles:** 1,232,915

**Gila Trips:** 32,418

**Gila Hours:** 18,359

**Gila Miles:** 259,365

**Contact:**

Marsha Ashcroft

[marsha.ashcroft@hhwaz.org](mailto:marsha.ashcroft@hhwaz.org)

(520) 836-1688

***Current Coordination/Needs:***

Horizon Health and Wellness actively participates in the Gila-Pinal Rides Coordination Committee. The Agency plans to apply for the following 5310 Capital Equipment in 2017: Replacement of four 12-passenger vans, no lift; and one Minivan, no ramp.



***Kearny Senior Center***  
**Pinal County**

The Kearny Senior Center provides transportation for the seniors and disabled in the Kearny area. Transportation is for any person ages 50 and over and for disabled people.

The Center has one van supporting this service. Riders include seniors and persons with disabilities.

**Overview of Program**

***Service:***

Transit services for seniors and people with disabilities.

***Applicant Status: Local Government***

***Service Area:***

Town of Kearny

***Major Funding Source:***

5310 Rural Public Transit

***Number of Vehicles: 1***

***Annual Data Year: 2016***

***Annual Trips: 50***

***Annual Hours: 480***

***Annual Miles: 10,699***

***Contact:***

Anna Flores

[aflores@townofkearny.com](mailto:aflores@townofkearny.com)

Phone: 520-363-5547

Address: PO Box 639

Kearny, AZ 85137

***Current Coordination/Needs:***

5310 Capital Equipment: Replacement of a 2007 – 12 passenger van, no-lift.

**Payson Senior Center, Inc.**  
Gila County



The Payson Senior Center provides transportation for the seniors and disabled in the Payson area and provides homebound meals. Transportation is for any person ages 60 and over and for disabled people under 60. They provide transportation Monday through Friday.

The Center has two buses supporting this service and it averages 12 hours a day between the two drivers. Their routes cover the Payson area and one day a week they have a bus dedicated to the Star Valley area. Riders include seniors and persons with disabilities.

Their homebound service provides meals to those who are approved by Pinal-Gila Area for Aging. They currently have 4 meal routes that cover the Payson, Star Valley and south to Tonto Basin and they provide meals Monday through Friday. Their drivers normally leave by 9:30 am and are done by noon.

**Overview of Program**

**Service:**

Transit services for seniors and people with disabilities

**Applicant Status:**

Local Government

**Service Area:**

See – Figure 6

**Major Funding Source:**

5310 – Rural Public Transit

**Number of Vehicles: 8**

**Annual Trips: 7,200**

**Annual Hours: 2,500**

**Annual Miles: 24,000**

**Contact:**

Joanne Conlin

[pseniorctr@gmail.com](mailto:pseniorctr@gmail.com)

(928) 474-4876

**Current Coordination/Needs:**

5310 Capital Equipment: Replacement of a 2008 - 9 passenger Cutaway with wheelchair ramp. Total cost: \$58,000 - FED \$46,400, Payson Senior Center \$11,600

5310 Operational Cost: Total expense less revenue \$60,000 (50/50 split) \$30,000 each

Their Meals on Wheels program that services The Town of Star Valley and The Town of Payson and south to Tonto Basin is almost at its maximum. They have four routes and deliver about 120 meals a day.

***Pinal County Division of Public Health***  
***On the Go Express***  
**Pinal County**



Pinal County Public Health Services District, On the Go Express Transportation, is a non-profit, grant funded transportation program, designed to ensure mobility through the provision of transportation to the elderly and persons with disabilities in rural Eastern Pinal County. This is a shared service ride that offers door-to-door service and serves our passengers with a professional and courteous ride. On The Go Express Transportation services Eastern Pinal County, encompassing the towns and cities of Oracle, Oracle Junction, San Manuel, Mammoth, Aravaipa, Dudleyville, Kearny, Hayden, Winkelman, Saddlebrooke, Riverside/Kelvin and Superior.

Services Provided by On the Go Express Transportation include transportation to medical appointments, dental appointments, vision appointments, physical therapy, grocery shopping and prescription pick up. Clients are also transported to medical appointments as far as the Veteran's hospitals in both Tucson and Phoenix. On the Go Express Transportation also collaborates with Pinal County Nutrition and Wellness program for delivery of food boxes to the elderly on a monthly basis.

A fleet of seven vehicles is used to provide client transportation services. Four of these vehicles are wheelchair accessible.

On The Go Express operates 8:00 am to 3:00 pm, Monday through Friday with the exception of county observed holidays. The suggested donation for services is \$2.00 per day with no charge to any aide assisting with a passenger. Transportation is arranged by appointment only and with a minimum of a 72 hour notice. Appointments are subject to denial if schedule is full. To schedule a ride please call 1-800-208-6897 extension 7685.

**Overview of Program**

***Service:***

Transit services for seniors and people with disabilities

***Applicant Status:***

Local Government

***Service Area:***

See – Figure 6

***Major Funding Source:***

Pinal County Public Health Services District

***Number of Vehicles:***

Seven

***Annual Data Year: FY 15-16***

***Annual Trips: 2,776***

***Annual Hours: 2,993***

***Annual Miles: 104,290***

***Contact:***

Mary Clements

[mary.clements@pinalcountyaz.gov](mailto:mary.clements@pinalcountyaz.gov)

(520) 866-7312

***Current Coordination/Needs:***

Specific coordination interests include active participation in coordination meetings with the CAG Coordination Council and coordinating activities such as training, vehicle maintenance and public information. Expanded coordination efforts include reaching out to the Public Health Department (i.e. Transporting Well Woman Program elderly clients to medical appointments and delivery of food boxes for the elderly on a monthly basis).

***Pinal-Gila Council for Senior Citizens***  
**Gila & Pinal County**



Pinal-Gila Council for Senior Citizens (PGCSC) provides a variety of services to seniors in the geographic area of Pinal and Gila counties. As the Area Agency on Aging for Region V, PGCSC provides funds to local Senior Centers, who in turn provide direct service transportation, including services to meet basic needs such as nutrition, medical appointments, personal business and shopping. Senior Centers operating transportation programs under contract with PGCSC are Apache Junction, Casa Grande, Coolidge, Eloy, Globe, Florence, Hayden, Miami, Superior and Payson.

PGCSC continues to work with community senior centers in providing local transportation services meeting nutritional, social and medical needs.

**Overview of Program**

***Service:***

Transit Services for the elderly.

***Applicant Status:***

Nonprofit

***Service Area:***

See – Figure 6

***Major Funding Source:***

5310 – Rural Public Transit

***Number of Vehicles: 4***

***Annual Trips: 32,973***

***Annual Hours:***

***Annual Miles: 57,168***

***Contact:***

Victor Gomez

[victorg@pgcsc.org](mailto:victorg@pgcsc.org)

(520) 836-2758

***Current Coordination/Needs:***

One of the ongoing needs for coordination continues to be access to training for defensive driving and PASS. Another need is for connector services that would connect the existing transportation services available through the senior centers, with the Central Arizona Regional Transit (CART).



Pinal Hispanic Council is a non-profit 501 (c)(3) behavioral health agency licensed by the State of Arizona to provide an array of outpatient services in Pinal, Santa Cruz and Cochise counties. Pinal Hispanic Council has been in operation for over twenty years. Pinal Hispanic Council's Mission: Empowering diverse communities to become healthy.

Pinal Hispanic Council (PHC) serves mentally ill individuals and families, children, adults and senior citizens receiving various types of outpatient services in Eloy, Coolidge, Casa Grande, Arizona City, San Tan Valley, Florence and Picacho areas.

Pinal Hispanic Council provides transportation services to its members to maximize the treatment services we offer by allowing members to keep vital appointments for their wellbeing. By assisting them with daily, weekly, bi-weekly or monthly transportation the agency assures their mental well-being is secure. Pinal Hispanic Council's hours of operation are Monday-Friday from 8:00 am-5:00 pm. Pinal Hispanic Council also provides transportation on Saturdays as needed.

**Overview of Program**

***Service:***

Client transportation services

***Applicant Status:***

501 (c)(3) Non-Profit

***Service Area:***

See – Figure 6

***Major Funding Source:***

5310 – Rural Public Transit  
Cenpatico

***Number of Vehicles:***

14 (plus 4 spare vehicles)

***Annual Data Year: 2016***

***Annual Trips: 19,137***

***Annual Hours: 1,820***

***Annual Miles: 234,767***

***Contact:***

Tanya Cruz

[tcruz@pinalhispaniccouncil.org](mailto:tcruz@pinalhispaniccouncil.org)

(520) 560-2391

107 East 4th Street

Eloy, AZ 85131

***Current Coordination/Needs:***

Pinal Hispanic Council utilizes AHCCCS transportation services to provide services for members to medical appointments outside of Pinal County if available. In addition, PHC assists the members in the Coolidge Area to utilize Cotton Express by regularly distributing the Cotton Express brochures and making arrangements or providing guidance if needed.

***Unmet Needs:***

PHC is requesting replacement van for VIN 4876 and an additional van to expand services.

**Portable Practical Education Preparation  
(PPEP) / Encompass  
Gila & Pinal County**



**Overview of Program**

***Service:***

Client transportation services

***Applicant Status:***

Local Government

***Service Area:***

See – Figure 6

***Major Funding Source:***

5310 – Rural Public Transit

***Number of Vehicles: 19***

***Annual Trips: 29,015***

***Annual Hours: 6,024***

***Annual Miles: 146,189***

***Contact:***

Marta Vargas

[mvargas@ppep.org](mailto:mvargas@ppep.org)

(520) 806-4632

PPEP Integrated Care operates group homes and day programs for developmentally disabled adults. Group homes operate 24 hours per day, 365 days per year. Their day programs operate 7 days a week.

PPEP's Globe area has five group homes and one day program. Their Casa Grande area has three group homes, one day program, and operates a transportation route.

PPEP provides transportation and employment services to adults, including seniors, with developmental disabilities who are PPEP Integrated Care clients or state contracted clients.

***Current Coordination/Needs:***

In the CAG Region, PPEP continues to coordinate with Horizon Health and Wellness and Arizona Mentor in the areas of staff development, transportation, community wide events and sustainable solutions for this rural area. In the Casa Grande area, PPEP continues to support individuals with disabilities with transportation to organizations like AFH and Creative labor. The expanded coordination efforts also include training and transportation opportunities for the region. Exploration of sharing insurance liability and administrative processes are also taking place in these communities.

***Unmet Needs:***

Additional transportation supports are required in order for PPEP to consider further expansion of service delivery in these regions for vulnerable populations.

**San Carlos Apache Tribe - Nnee Bich' o Nii Transit**  
**Gila County (Pinal, Graham, Greenlee, and Maricopa Counties)**



San Carlos Apache Nnee Bich' o Nii Services operates nine scheduled routes, with an increased variety of fixed route, commuter routes, contract services, intercity and intercity feeder routes. We also provide On-call demand services for all community members.

Our Fleet has grown to 25 vehicles at this time. Tribal leaders project an increase in the fleet size to 32 vehicles: vans, trucks and buses by the year 2021.

Currently, Nnee Bich' o Nii provides reliable and timely services for individuals who are working, attending school, doctor's visit, shopping, attending activities for entertainment or any other activities that support individuals or families. Transit services are used to modernize and expand transit bus services specifically for the purpose of connecting disadvantaged and low-income individuals, veterans, seniors, youths and others who are transit-disadvantaged to local workforce training, employment opportunities, health care and other vital services and family related activities.

**Overview of Program**

***Service:***

Intercity and Intercity Feeder Public Transit

***Applicant Status:***

Local Government

***Service Area:***

See – Figure 6 and Route on following page.

***Major Funding Source:***

FTA Tribal Transit, ADOT 5311 – Rural Public Transit

***Number of Vehicles: 25***

***Annual Trips: 529,764***

***Annual Hours: 19,670***

***Annual Miles: 313,054***

***Contact:***

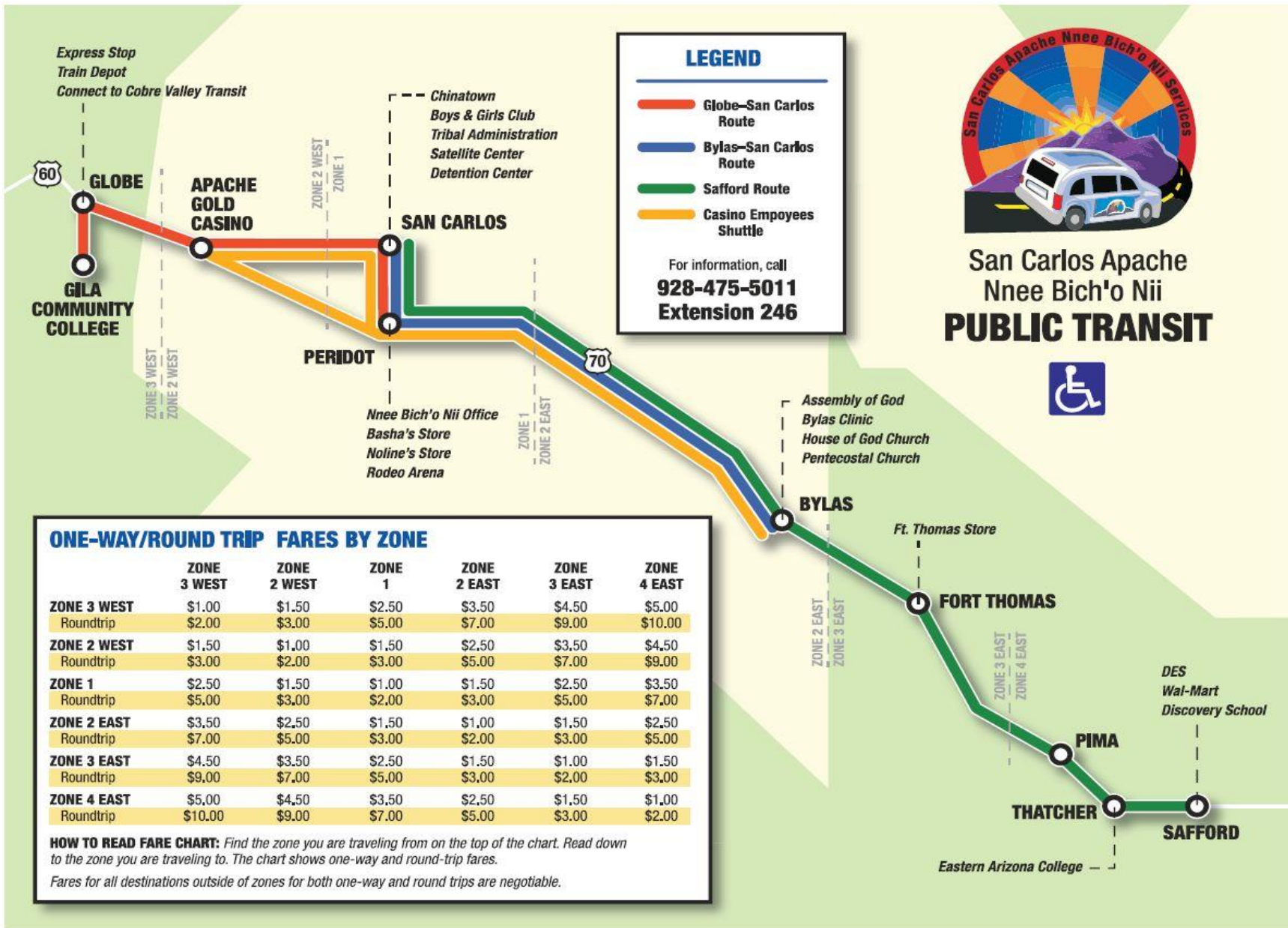
Bernadette Kniffin

[bkniffin@tanf.scat-nsn.gov](mailto:bkniffin@tanf.scat-nsn.gov)

(928) 475-5011 ext. 228

***Current Coordination/Needs:***

Nnee Bich' o Nii is constantly completing ridership surveys to ensure that services are current and meeting the needs of the riders. During multiple surveys, riders identified that there was a need and desire for the Nnee Bich' o Nii to provide expanded services to the White Mountain Apache Tribe. Many tribal members from the White Mountain Apache Tribe and the San Carlos Apache Tribe are related and desire to meet with family members residing on the reservation with a connector route would allow employment-related services for these individuals. Discussions were held with the White Mountain Apache Tribe regarding feasibility which culminated in the submission of a planning grant through the Tribal Transit Program (TTP) by the San Carlos Apache Tribe, Nnee Bich' o Nii Transit Program. Another is the establishment of a Safford Circular Route to begin in the fall of 2016. Continue our coordinated runs with Cobre Valley Transit (CVT) from Globe-Miami.





**Superior Senior Center**  
**Pinal County**



The Superior Senior Center is open four days a week from 8:00 am to 3:00 pm, closed Fridays & Holidays. The Center is located at 360 W. Main Street.

The Senior Center offers Homebound & Congregate Meals four days a week. We do home-delivered meals on Mondays, 1 hot meal and 4 frozen. We offer transportation to and from the center and local shopping trips.

The Center has two vans that are wheel chair accessible. The vans can carry eight passengers, less if one or two passengers are in wheel chairs. We do offer a shopping trip to Apache Junction once a month. These trips are on Fridays, since the two employees work Monday thru Thursday.

At this, time we cannot offer out of town transportation for appointments due to limited resources.

**Overview of Program**

**Service:**  
Client transportation services

**Applicant Status:**  
Public Agency

**Service Area:** *Town of Superior*

**Major Funding Source:**  
*Pinal/Gila Council for Senior Citizens*

**Number of Vehicles:** 3

**Annual Data Year:** 2016

**Annual Trips:**

**Annual Hours:**

**Annual Miles:**

**Contact:**  
Todd Pryor

[manager@superioraz.gov](mailto:manager@superioraz.gov)

***Current Coordination/Needs:***

Superior coordinates with others that offer transportation services passing through Superior or coming to Superior & offer services, perhaps a shopping trip or medical appointments. One van lift only operates manually. We need to keep both vans in good repair in case of breakdowns.

**Town of Miami - Cobre Valley Community Transit**  
**Gila County**



**Overview of Program**

***Service:***

Public Transit Service

***Applicant Status:***

Local Government

***Service Area:***

See – Figure 6 and Route on following page

***Major Funding Source:***

5311 – Rural Public Transit

***Number of Vehicles:*** 6

***Annual Trips:*** 16,467

***Annual Hours:*** 7,894

***Annual Miles:*** 87,129

***Contact:***

Richard Cluster Sr.

[miamitransit@cablone.net](mailto:miamitransit@cablone.net)

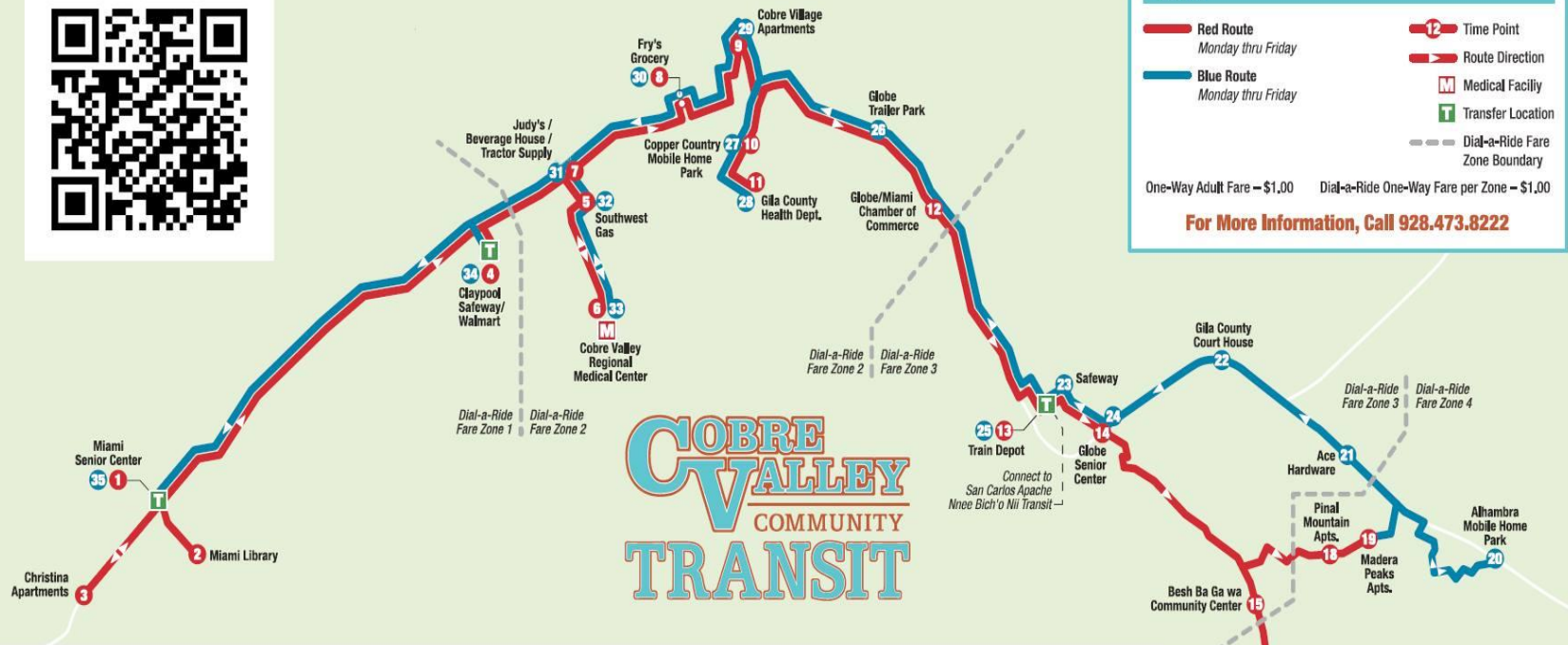
(928) 473-8222

The Town of Miami currently operates a Dial-a-Ride program with one vehicle. Cobre Valley Community Transit serves Miami, Globe and the unincorporated areas of Gila County. They have expanded to a Deviated Fixed Route; Cobre Valley Community Transit (CVCT) is the only public transit operator in Gila County.

Representatives from the Cobre Valley system stated that the agency needs to strengthen program management, replace aging vehicles, expand service in the Miami-Globe area and consider regional service coordination options to establish regional connections to long distance medical, shopping and employment areas.

***Current Coordination/Needs:***

Cobre Valley is seeking partners to work with to improve transportation services in Gila County. As part of their expanded coordination efforts, they plan to coordinate with San Carlos by using a transfer stops once the deviated fixed route begins service. Cobre Valley Community Transit coordinates with Statewide Express for non- emergency and DES transportations. These are clients with insurance coverage (no insurance-no transport). Statewide contracts some services with Cobre Valley.



# COBRE VALLEY COMMUNITY TRANSIT

### MIAMI TO GLOBE – Monday through Friday

1	Miami Senior Center	6:30	—	—	—	—	—	—	
2	Miami Library	6:35	7:50	9:25	10:40	<b>12:50</b>	2:00	3:40	4:50
3	Christina Apartments	6:40	7:55	9:30	10:45	<b>12:55</b>	2:05	3:45	4:55
4	Claypool Safeway/Walmart	6:45	8:00	9:35	10:50	1:00	2:10	3:50	5:00
5	Southwest Gas	6:50	8:05	9:40	10:55	1:05	2:15	3:55	5:05
6	Cobre Valley Regional Medical Center	6:55	8:10	9:45	11:00	1:10	2:20	4:00	5:10
7	Judy's / Beverage House / Tractor Supply	7:00	8:15	9:50	11:05	1:15	2:25	4:05	5:15
8	Fry's Grocery	7:05	8:20	9:55	11:10	1:20	2:30	4:10	5:20
9	Cobre Village Apartments	7:10	8:25	10:00	11:15	1:25	2:35	4:15	5:25
10	Copper Country Mobile Home Park	7:15	8:30	10:05	11:20	1:30	2:40	4:20	5:30
11	Gila County Health Department	7:20	8:35	10:10	11:25	1:35	2:45	4:25	5:35
12	Globe/Miami Chamber of Commerce	7:25	8:40	10:15	11:30	1:40	2:50	4:30	5:40
13	Globe Train Depot	7:30	8:45	10:20	11:35	1:45	2:55	4:35	5:45
14	Globe Senior Center	7:35	8:50	10:25	11:40	1:50	3:00	4:40	5:50
15	Besh Ba Ga wa Community Center	7:40	8:55	10:30	11:45	1:55	3:05	4:45	5:55
16	Gila Community College	7:45	9:00	10:35	11:50	2:00	3:10	4:50	6:00
17	Pueblo Heights Trailer Park	7:50	9:05	10:40	11:55	2:05	3:15	4:55	—
18	Pinal Mountain Apartments	7:55	9:10	10:45	12:00	2:10	3:20	5:00	—
19	Madera Peaks Apartments	8:00	9:15	10:50	12:05	2:15	3:25	5:05	—

### GLOBE TO MIAMI – Monday through Friday

20	Alhambra Mobile Home Park	6:30	8:05	9:20	10:55	<b>12:10</b>	2:20	3:30	5:10	
21	Globe Ace Hardware	6:35	8:10	9:25	11:00	<b>12:15</b>	2:25	3:35	5:15	
22	Gila County Court House	6:40	8:15	9:30	11:05	<b>12:20</b>	2:30	3:40	5:20	
23	Globe Safeway	6:45	8:20	9:35	11:10	<b>12:25</b>	2:35	3:45	5:25	
24	Globe Senior Center	6:50	8:25	9:40	11:15	<b>12:30</b>	2:40	3:50	5:30	
25	Globe Train Depot	6:55	8:30	9:45	11:20	<b>12:35</b>	2:45	3:55	5:35	
26	Globe Trailer Park	7:00	8:35	9:50	11:25	<b>12:40</b>	2:50	4:00	5:40	
27	Copper Country Mobile Home Park	7:05	8:40	9:55	11:30	<b>12:45</b>	2:55	4:05	5:45	
28	Gila County Health Department	7:10	8:45	10:00	11:35	<b>12:50</b>	3:00	4:10	5:50	
29	Cobre Village Apartments	7:15	8:50	10:05	11:40	<b>12:55</b>	3:05	4:15	5:55	
30	Fry's Grocery	7:20	8:55	10:10	11:45	1:00	3:10	4:20	6:00	
31	Judy's / Beverage House / Tractor Supply	7:25	9:00	10:15	11:50	<b>12:25</b>	1:35	3:15	4:25	—
32	Southwest Gas	7:30	9:05	10:20	11:55	<b>12:30</b>	1:40	3:20	4:30	—
33	Cobre Valley Regional Medical Center	7:35	9:10	10:25	12:00	<b>12:35</b>	1:45	3:25	4:35	—
34	Claypool Safeway / Walmart	7:40	9:15	10:30	12:05	1:50	3:30	4:40	—	—
35	Miami Senior Center	7:45	9:20	10:35	12:10	1:55	3:35	4:45	—	—

Times are approximate and may vary due to traffic and weather conditions.  
AM times are shown in regular type. PM times are shown in bold type.



## ***Commercial Transportation Providers***

Currently several commercial transportation providers operate in the CAG and Sun Corridor MPO Region. These include:

### **Union Cab Company**

Primarily an airport shuttle, vehicles can be chartered for a half day for \$130.00 or for the full day for \$250.00. The services operate four Lincoln Town Cars. <http://unioncabaz.com> Phone no: 480-303-9999

### **Pinal Connections**

Primarily an airport shuttle, a trip from Casa Grande or Coolidge would be \$50 with a one-hour wait time. [pinalconnections@yahoo.com](mailto:pinalconnections@yahoo.com)  
Phone: 1-800-427-1271

### **Safe Ride and Statewide Express Transportation**

There are two contract providers typically used to provide AHCCCS (Medicaid) transportation services, Safe Ride and Statewide Express Transportation. These providers were certified through the AHCCCS system and selected for use as needed by health care providers serving the area. <http://www.statewideaz.net/> Phone: 928-680-1222

### **Greyhound Intercity Bus Service**

This new service allows residents to experience the best of both worlds, catering to those who want to travel to smaller, rural communities in Arizona, as well as those who want access to major cities within Greyhound's network. Students in College can also enjoy the benefit of having convenient access from campus to home.

Greyhound and ADOT worked in partnership with each of the communities to ensure that the routes were coordinated with local transit operations to allow for easy and convenient transfers. This included coordination with the towns of Safford and Superior, along with coordination with each of the transit systems in the new markets. <https://www.greyhound.com/en/discover-greyhound/> Call (toll-free) 1-800-231-2222



**Figure 9: Greyhound Service Routes**

### 3. VEHICLE INVENTORY

The following is a vehicle inventory for the CAG and Sun Corridor MPO as reported by providers in September 2016.

<i>Vehicle Location</i>	<i>Year</i>	<i>Make</i>	<i>Model</i>	<i>Mileage</i>	<i>No. of Seats</i>	<i>No. of Wheelchair Tie-Downs</i>	<i>Condition</i>	<i>Vehicle on Lean</i>	<i>Planning Agency</i>
Achieve Human Service, Casa Grande	2002	FORD	WINDSTAR	207521	15	0	FAIR	No	CAG
Achieve Human Service, Casa Grande	2012	DODGE	CARAVAN	73934	7	0	GOOD	Yes	CAG
Achieve Human Service, Casa Grande	2013	DODGE	CARAVAN	45353	7	0	GOOD	Yes	CAG
Achieve Human Service, Casa Grande	2007	FORD	E350	41336	9	3	GOOD	No	CAG
Coolidge - (Cotton Express)	2001	Ford	E350	204,540	19	1	3	No	SCMPO
Coolidge - (Cotton Express)	2007	Ford	E350	131,881	19	1	3	Yes	SCMPO
Coolidge - (Cotton Express)	2006	Ford	E350	156,938	19	1	3	No	SCMPO
Coolidge - (Cotton Express)	2009	Chevrolet	G3500	175,146	19	2	4	Yes	SCMPO
Coolidge - (Cotton Express)	2009	Chevrolet	G3500	162,162	19	2	4	Yes	SCMPO
Coolidge - (Cotton Express)	2009	Chevrolet	G3500	176,421	19	2	4	Yes	SCMPO
Coolidge - (Cotton Express)	2014	Chevrolet	G3500	21,263	19	2	5	Yes	SCMPO
Coolidge - (Cotton Express)	2014	Chevrolet	G3500	23,731	19	2	5	Yes	SCMPO
Coolidge - (CART)	2008	Chevrolet	G5500	242,211	32	2	3	Yes	SCMPO
Coolidge - (CART)	2014	Int.	MaxxForce	102,841	32	2	4	Yes	SCMPO
Coolidge - (CART)	2014	Int.	MaxxForce	94,951	32	2	4	Yes	SCMPO
Payson Seniors	2007	Ford	El Dorado	100,000	8	4	Fair	No	CAG
Payson Seniors	2008	Ford	Supreme	87,565	8	4	Fair	No	CAG
Payson Seniors	2008	Chevy	Mini Van	37,894	5	0	Good	No	CAG
Payson Seniors	2010	Toyota	Mini Van	21,169	5	0	Good	Yes	CAG
Payson Seniors	2011	Chevy	Van	18,000	12	0	Excellent	Yes	CAG
Payson Seniors	2012	Dodge	Mini Van w/Ramp	13,221	4	2	Excellent	Yes	CAG
Payson Seniors	2012	Dodge	Mini Van	25,858	6	0	Excellent	Yes	CAG

<i>Vehicle Location</i>	<i>Year</i>	<i>Make</i>	<i>Model</i>	<i>Mileage</i>	<i>No. of Seats</i>	<i>No. of Wheelchair Tie-Downs</i>	<i>Condition</i>	<i>Vehicle on Lean</i>	<i>Planning Agency</i>
Payson Seniors	2015	Ford	Starlight	13,370	9	4	Excellent	Yes	CAG
Payson Senior Ctr (non-DOT)	1990	Dodge	Ram	100,000	2	0	Fair	No	CAG
Payson Senior Ctr (non-DOT)	2006	Toyota	Tundra	71,510	4	0	Good	No	CAG
Pinal Hispanic Council; Casa Grande	1994	Dodge	12 passenger	73,585	12	0	Fair	No	CAG
Pinal Hispanic Council; Casa Grande	2002	Dodge	Durango	272,226	5	0	Poor	No	CAG
Pinal Hispanic Council; Casa Grande	2012	Dodge	Grand Caravan	71,096	7	0	Excellent	Yes	CAG
Pinal Hispanic Council; Casa Grande	2010	Toyota	Sienna	113,659	7	0	Good	No	CAG
Pinal Hispanic Council; Coolidge	2006	Chevy	Uplander	183,322	7	0	Fair	No	CAG
Pinal Hispanic Council; Coolidge	2012	Dodge	Grand Caravan	55,186	7	0	Excellent	Yes	CAG
Pinal Hispanic Council; Coolidge	2010	Toyota	Sienna	125,643	7	0	Good	No	CAG
Pinal Hispanic Council; Coolidge	2005	Chevy	3500	161,012	15	0	Fair	No	CAG
Pinal Hispanic Council; Coolidge	2010	Dodge	Grand Caravan	87,661	7	0	Good	No	CAG
Pinal Hispanic Council; Coolidge	2016	Dodge	Grand Caravan	10,781	7	0	Excellent	No	CAG
Pinal Hispanic Council; Eloy	2002	Chevy	E350		15	0	Poor	No	CAG
Pinal Hispanic Council; Eloy	1998	FORD	Handicapped van		7	2	Fair	No	CAG
Pinal Hispanic Council; Eloy	2013	Dodge	Grand Caravan	48,052	7	0	Excellent	No	CAG
Pinal Hispanic Council; Eloy	2014	Ford	E350	51,557	15	0	Excellent	No	CAG
Pinal Hispanic Council; Eloy	2015	Dodge	Grand Caravan	36,481	7	0	Excellent	Yes	CAG
Pinal Hispanic Council; Eloy	2015	Dodge	Grand Caravan	28,429	7	1	Excellent	Yes	CAG
Pinal Hispanic Council; Eloy	2016	Dodge	Grand Caravan	1,764	7	0	Excellent	Yes	CAG
Pinal Hispanic Council; Eloy	2016	Chevy	10 passenger	1,257	10	0	Excellent	Yes	CAG

<i>Vehicle Location</i>	<i>Year</i>	<i>Make</i>	<i>Model</i>	<i>Mileage</i>	<i>No. of Seats</i>	<i>No. of Wheelchair Tie-Downs</i>	<i>Condition</i>	<i>Vehicle on Lean</i>	<i>Planning Agency</i>
Pinal Hispanic Council; Eloy – CEO Vehicle	2013	Dodge	Grand Caravan	58,898	7	0	Excellent	No	CAG
Pinal Hispanic Council; Eloy-Maintenance Vehicle	1999	Dodge	Ram 2500	122,000	6	0	Good	No	CAG
Pinal County On The Go Express; Oracle	2012	Ford	Supreme	93,105	9	2	Good	No	CAG
Pinal County On The Go Express; Oracle	2012	Dodge	Caravan	60,893	7	0	Good	No	CAG
Pinal County On The Go Express; Oracle	2009	Ford	Supreme	96,530	9	2	Fair	No	CAG
Pinal County On The Go Express; Oracle	2005	Ford	E-350	123,186	8	2	Poor	No	CAG
Pinal County On The Go Express; Oracle	2016	Kia	Sedona	18,668	7	0	Excellent	No	CAG
Pinal County On The Go Express; Oracle	2016	Kia	Sedona	16,829	7	0	Excellent	No	CAG
Pinal County On The Go Express; Oracle	2014	Ford	Starcraft	20,295	9	2	Good	No	CAG
Portable Practical Educational Preparation; Globe	2012	Supreme	Cutaway	30,860	7	2	Fair	No	CAG
Portable Practical Educational Preparation; Globe	2007	El Dorado	Cutaway	70,413	7	2	Poor	No	CAG
Portable Practical Educational Preparation; Globe	2005	Dodge	Caravan	83,444	7	2	Fair	No	CAG
Portable Practical Educational Preparation; Globe	2008	El Dorado	Cutaway	55,961	7	2	Fair	No	CAG
Portable Practical Educational Preparation; Globe	2004	Chevy	Astro van	103,449	6	0	Very Poor	No	CAG
Portable Practical Educational Preparation; Globe	2010	Ford	Cutaway	47,416	7	2	Good	No	CAG
Portable Practical Educational Preparation; Globe	2006	Kia	minivan	86,762	5	0	Fair	No	CAG
Portable Practical Educational Preparation; Globe	2009	Kia	Sedona minivan	69,924	5	0	Fair	No	CAG
Portable Practical Educational Preparation; Globe	2015	Dodge	Caravan	6,489	6	0	Excellent	No	CAG

<i>Vehicle Location</i>	<i>Year</i>	<i>Make</i>	<i>Model</i>	<i>Mileage</i>	<i>No. of Seats</i>	<i>No. of Wheelchair Tie-Downs</i>	<i>Condition</i>	<i>Vehicle on Lean</i>	<i>Planning Agency</i>
Portable Practical Educational Preparation; Globe	2013	Ford	Maxi van w/lift	32,939	6	2	Excellent	No	CAG
Portable Practical Educational Preparation; Globe	2013	Dodge	Caravan	64,471	6	0	Excellent	No	CAG
Portable Practical Educational Preparation; Globe	2009	Ford	Econoline	130,220	15	0	Poor	No	CAG
Portable Practical Educational Preparation; Globe	2013	Dodge	Journey	36,949	5	0	Excellent	No	CAG
Portable Practical Educational Preparation; Casa Grande	2003	Ford	Taurus	136,398	4	0	Poor	No	SCMPO
Portable Practical Educational Preparation; Casa Grande	2007	El Dorado	Cutaway	84,069	7	2	Poor	No	SCMPO
Portable Practical Educational Preparation; Casa Grande	2007	El Dorado	Cutaway	68,753	7	2	Poor	No	SCMPO
Portable Practical Educational Preparation; Casa Grande	2004	Dodge	Caravan w/side lift	136,598	3	1	Fair	No	SCMPO
Portable Practical Educational Preparation; Casa Grande	2009	Ford	Cutaway Supreme	43,562	7	2	Good	No	SCMPO
Portable Practical Educational Preparation; Casa Grande	2010	Eldorado	Cutaway	50,667	7	2	Excellent	No	SCMPO
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2008	Ford	E-350 Econo Van	238,338	11	0	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2011	Ford	E-350 Econo Van	208,540	11	0	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2008	Ford	E-350 Econo Van	217,088	11	0	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2008	Ford	Econo Van LG	269,851	14	0	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2008	Ford	Econo Van SM	286,803	11	0	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2008	Ford	Econo Van LG	242,140	11	0	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2009	Ford	BS Van	218,537	11	0	Good	No	CAG



<i>Vehicle Location</i>	<i>Year</i>	<i>Make</i>	<i>Model</i>	<i>Mileage</i>	<i>No. of Seats</i>	<i>No. of Wheelchair Tie-Downs</i>	<i>Condition</i>	<i>Vehicle on Lean</i>	<i>Planning Agency</i>
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2009	Ford	BS/WSD Van	267,919	11	0	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2009	Ford	BS Van	33,489	11	0	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2011	Chevy	Express Van	73,054	11	0	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2011	Chevy	Express Van	64,810	11	0	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2011	Chevy	Express Van	144,995	11	0	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2011	Chevy	Express Van	162,926	11	0	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2011	Chevy	Express Van	348,325	11	0	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2003	Ford	Focus	170,252	5	0	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2008	Ford	F150 Truck	80,484	6	0	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2008	Dodge	Avenger SD	112,876	5	0	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2012	Chevy	2500 HD	109,540	6	0	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2012	Chevy	2500 HD	64,431	6	0	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2012	Chevy	Express 4500	148,697	17	2	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2012	Chevy	Express 4500	204,864	17	2	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2013	Ford	E-350	26,216	8	2	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2013	Ford	E-350	20,664	8	2	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2015	Ford	Starcraft	66,052	24	4	Good	No	CAG
San Carlos Apache Tribe Nnee Bich'o Nii Transit	2015	Champion	Defender	24,476	32	4	Excellent	No	CAG

<i>Vehicle Location</i>	<i>Year</i>	<i>Make</i>	<i>Model</i>	<i>Mileage</i>	<i>No. of Seats</i>	<i>No. of Wheelchair Tie-Downs</i>	<i>Condition</i>	<i>Vehicle on Lean</i>	<i>Planning Agency</i>
Horizon Health and Wellness; Casa Grande	2006	Ford	Supreme	89482	5	2	Fair	No	CAG
Horizon Health and Wellness; Globe	2008	Ford	E150	89182	7	0	Fair	No	CAG
Horizon Health and Wellness; Payson	2009	Ford	Supreme	60173	8	2	Good	No	CAG
Horizon Health and Wellness; Payson	2009	Ford	Supreme	61,841	8	2	Good	No	CAG
Horizon Health and Wellness, Casa Grande	2009	VW	Jetta	96,681	5	0	Fair	No	CAG
Horizon Health and Wellness; Casa Grande	2010	Ford	Fusion	147365	5	0	Fair	No	SCMPO
Horizon Health and Wellness; Casa Grande	2010	Ford	Supreme	63317	8	2	Good	No	SCMPO
Horizon Health and Wellness; Miami	2010	Chevy	Express	144625	12	0	Fair	No	CAG
Horizon Health and Wellness; Globe	2010	Chevy	Express	92997	12	0	Fair	Yes	CAG
Horizon Health and Wellness; Casa Grande	2010	Ford	F350	40520	NA	0	Fair	No	SCMPO
Horizon Health and Wellness; Kearny	2010	Ford	Fusion	105967	5	0	Fair	No	CAG
Horizon Health and Wellness; Oracle	2010	Ford	Fusion	104923	5	0	Good	No	CAG
Horizon Health and Wellness; Casa Grande	2011	Toyota	Sienna	92313	7	0	Good	Yes	SCMPO
Horizon Health and Wellness; Casa Grande	2011	Ford	Transit Connect	91487	NA	0	Good	No	SCMPO
Horizon Health and Wellness; Casa Grande	2011	Ford	E350	96612	8	2	Good	Yes	SCMPO
Horizon Health and Wellness; Miami	2011	Chevy	Express	109295	12	0	Good	Yes	CAG
Horizon Health and Wellness; Miami	2011	Ford	E350	43803	8	2	Good	Yes	CAG

<i>Vehicle Location</i>	<i>Year</i>	<i>Make</i>	<i>Model</i>	<i>Mileage</i>	<i>No. of Seats</i>	<i>No. of Wheelchair Tie-Downs</i>	<i>Condition</i>	<i>Vehicle on Lean</i>	<i>Planning Agency</i>
Horizon Health and Wellness; Payson	2011	Ford	E350	70056	12	0	Good	No	CAG
Horizon Health and Wellness; Globe	2012	Ford	Fusion	102081	5	0	Good	No	CAG
Horizon Health and Wellness; Globe	2012	Ford	Fusion	50943	5	0	Good	No	CAG
Horizon Health and Wellness; Globe	2012	Ford	Fusion	63830	5	0	Good	No	CAG
Horizon Health and Wellness; Globe	2012	Ford	F150	67210	NA	0	Good	No	CAG
Horizon Health and Wellness; Coolidge	2012	Chevy	Express	93956	12	0	Good	Yes	SCMPO
Horizon Health and Wellness; Casa Grande	2012	Chevy	Express	85057	12	0	Good	Yes	SCMPO
Horizon Health and Wellness; Globe	2012	Dodge	Caravan	67027	7	0	Good	Yes	CAG
Horizon Health and Wellness; Globe	2012	Ford	E350	66964	12	0	Good	No	CAG
Horizon Health and Wellness; Coolidge	2013	Chevy	Express	84749	12	0	Good	Yes	SCMPO
Horizon Health and Wellness; Casa Grande	2013	Chevy	Express	89733	12	0	Good	Yes	SCMPO
Horizon Health and Wellness; Casa Grande	2013	Ford	Fusion	34437	5	0	Good	No	SCMPO
Horizon Health and Wellness; Miami	2013	Ford	Econoline	56552	7	0	Good	No	CAG
Horizon Health and Wellness; Oracle	2013	Chevy	Express	45746	7	0	Good	Yes	CAG
Horizon Health and Wellness; San Manuel	2013	Chevy	Express	58717	7	0	Good	Yes	CAG
Horizon Health and Wellness; Kearny	2013	Chevy	Express	56824	7	0	Good	Yes	CAG
Horizon Health and Wellness; Casa Grande	2014	Ford	Econoline	59727	15	0	Good	No	SCMPO
Horizon Health and Wellness; Casa Grande	2014	Ford	Fusion	60977	5	0	Good	No	SCMPO

<i>Vehicle Location</i>	<i>Year</i>	<i>Make</i>	<i>Model</i>	<i>Mileage</i>	<i>No. of Seats</i>	<i>No. of Wheelchair Tie-Downs</i>	<i>Condition</i>	<i>Vehicle on Lean</i>	<i>Planning Agency</i>
Horizon Health and Wellness; Globe	2014	Ford	E-350	50572	15	0	Good	No	CAG
Horizon Health and Wellness; Casa Grande	2014	Ford	Fusion	61061	5	0	Good	No	SCMPO
Horizon Health and Wellness; Casa Grande	2014	Ford	Fusion	38429	5	0	Good	No	SCMPO
Horizon Health and Wellness; Casa Grande	2014	Ford	Fusion	66310	5	0	Good	No	SCMPO
Horizon Health and Wellness; Casa Grande	2014	Ford	Fusion	34279	5	0	Good	No	SCMPO
Horizon Health and Wellness; Casa Grande	2014	Ford	Fusion	37143	5	0	Good	No	SCMPO
Horizon Health and Wellness; Casa Grande	2014	Ford	Fusion	44079	5	0	Fair	No	SCMPO
Horizon Health and Wellness; Casa Grande	2014	Ford	F150	39779	NA	0	Good	No	SCMPO
Horizon Health and Wellness; Payson	2014	Ford	Fusion	36089	5	0	Good	No	CAG
Horizon Health and Wellness; Casa Grande	2014	Ford	F150	57048	NA	0	Good	No	SCMPO
Horizon Health and Wellness; Casa Grande	2014	Ford	Escape	32480	5	0	Good	No	SCMPO
Horizon Health and Wellness; Casa Grande	2014	Ford	Flex	32706	7	0	Good	No	SCMPO
Horizon Health and Wellness; Casa Grande	2015	Chevy	Express	46632	7	0	Good	Yes	SCMPO
Horizon Health and Wellness; Casa Grande	2015	Chevy	Express	58874	7	0	Good	Yes	SCMPO
Horizon Health and Wellness; Casa Grande	2015	Chevy	Express	58243	7	0	Good	Yes	SCMPO
Horizon Health and Wellness; Casa Grande	2015	Ford	Fusion	37845	5	0	Good	No	SCMPO
Horizon Health and Wellness; Casa Grande	2015	Ford	Fusion	63062	5	0	Good	No	SCMPO
Horizon Health and Wellness; Globe	2015	Ford	Fusion	20354	5	0	New	No	CAG

<i>Vehicle Location</i>	<i>Year</i>	<i>Make</i>	<i>Model</i>	<i>Mileage</i>	<i>No. of Seats</i>	<i>No. of Wheelchair Tie-Downs</i>	<i>Condition</i>	<i>Vehicle on Lean</i>	<i>Planning Agency</i>
Horizon Health and Wellness; Payson	2015	Ford	Fusion	20377	5	0	New	No	CAG
Horizon Health and Wellness; Globe	2015	Ford	Fusion	23624	5	0	New	No	CAG
Horizon Health and Wellness; Casa Grande	2015	Ford	Fusion	40846	5	0	Good	No	SCMPO
Horizon Health and Wellness; Casa Grande	2015	Chevy	Express	40454	12	0	Good	Yes	SCMPO
Horizon Health and Wellness; Globe	2015	Chevy	Express	15815	12	0	New	Yes	CAG
Horizon Health and Wellness; Casa Grande	2015	Ford	Transit Wagon	15876	12	0	New	Yes	SCMPO
Horizon Health and Wellness; Casa Grande	2015	Ford	Starcraft	19448	5	2	New	Yes	SCMPO
Horizon Health and Wellness; Globe	2015	Ford	Fusion	32660	5	0	Good	No	CAG
Horizon Health and Wellness; Casa Grande	2015	Ford	Fusion	22088	5	0	New	No	SCMPO
Horizon Health and Wellness; Payson	2015	Ford	Flex	8821	7	0	New	No	CAG
Horizon Health and Wellness; Casa Grande	2015	Ford	Transit Wagon	24511	12	0	New	No	SCMPO
Horizon Health and Wellness; San Manuel	2015	Dodge	Caravan	16740	7	0	New	Yes	CAG
Horizon Health and Wellness; Casa Grande	2015	Ford	F150	8708	NA	0	New	No	SCMPO
Horizon Health and Wellness; Casa Grande	2016	Ford	Transit Wagon	378	12	2	New	Yes	CAG
Horizon Health and Wellness; Casa Grande	2016	Chevy	Express	86	12	0	New	Yes	CAG
Horizon Health and Wellness; Casa Grande	2016	Chevy	Express	77	12	0	New	Yes	CAG
Horizon Health and Wellness; Casa Grande	2016	Chevy	Express	76	12	0	New	Yes	CAG

<i>Vehicle Location</i>	<i>Year</i>	<i>Make</i>	<i>Model</i>	<i>Mileage</i>	<i>No. of Seats</i>	<i>No. of Wheelchair Tie-Downs</i>	<i>Condition</i>	<i>Vehicle on Lean</i>	<i>Planning Agency</i>
Horizon Health and Wellness; Casa Grande	2016	Chevy	Express	76	12	0	New	Yes	CAG
Horizon Health and Wellness; Kearny	2016	Dodge	Caravan	87	7	0	New	Yes	CAG
Town of Kearny	2007	Chevy	Express	105,363	12	2	Fair	No	CAG
Town of Miami – Cobre Valley Community Transit	2013	Chevy	Express 4500	-	15	2	Good	No	CAG
Town of Miami – CVCT	2013	Chevy	Express 4500	-	15	2	Good	No	CAG
Town of Miami – CVCT	2006	Ford	E450	-	15	2	Good	No	CAG
Town of Miami – CVCT	2007	Ford	E450	-	15	2	Poor	No	CAG
Town of Miami – CVCT	2010	Dodge	Caravan	-	6	1	Fair	No	CAG
Town of Miami – CVCT	2010	Dodge	Grand Caravan	-	6	1	Fair	No	CAG

### 3.1 UNMET NEEDS

To explore the unmet needs of the CAG and Sun Corridor MPO Region, local transit providers were asked through a survey conducted by the Region, of how many clients required the daily use of a wheelchair or specially equipped van to fully utilize services in their communities. On average, providers sighted more than 120 residents are in need of such devices in order to fully engage in their services. Providers stated that some clients required door-to-door assistance and vehicles with wheelchair lifts or ramps. Others required personal assistance during transportation, while some noted the need for translators to accompany the client through the completion of the trip.

One unmet need that was identified by many organizations was the issue of funding and lack of resources. Plans to expand or enhance services often were limited due to financial constraints. When funding is cut, agencies are forced to reduce services or service quality in order to continue operating. A few of the agencies surveyed were in the process of planning service expansions due to the increase in client demand. However, not all program providers saw an increase in funding to support the higher demand.

Approximately 40 percent of those responding to the survey stated that additional public transit options and/or transportation resources outside of their agency would be helpful to their clients and the communities served. Although clients are using the transportation services through local providers, the community need for transit to locations such as shopping, jobs, medical appointments and court appearances is largely going unmet. Respondents suggest that more deviated routes or on-demand service be incorporated to improve local mobility.

Of the transit providers surveyed, 67 percent stated that joining a network of agencies that coordinates transportation services would improve transportation to clients today and in the future. In order to accomplish the improved services they indicated an interest in the following:

- Centralizing maintenance services for service fleet
- Joint use or pooling/sharing vehicles among agencies
- Centralized fueling for vehicles

Local human service agencies and transit providers were also asked if additional transportation services, beyond those now available, are needed in order for clients to have full access to provided services. A slight majority of 56 percent surveyed stated that additional services were needed and listed the following as areas of need:

- Follow up service in the afternoon (budget only allows morning service)
- General Public Transit service to augment demand transportation
- More vehicles to reduce wait times

Although a majority of local agencies agreed that travel demand was going unmet in their communities, approximately 60 percent claimed that trips outside of their city or town was a higher priority than intra-city trips.

A coordinated plan should maximize the program’s collective coverage by minimizing service gaps and/or duplication of services. In early 2016, the Gila-Pinal Rides Committee identified a list of potential stakeholders in human service transportation for the Region. The list below represents opportunities for collaboration on service needs and possible funding for transit providers. These agencies will be contacted in the future and encouraged to participate in funding and/or supporting local transit to enhance the greater welfare of the entire community.

- Community Action Human Resources Agency
- Horizon Home Care
- AccentCare
- Against Abuse
- Arizona Bridge to Independent Living
- Arizona Department of Economic Security – Aging and Adult Services Adult Protection Services
- Arizona Department of Economic Security – Development Disabilities Division
- Arizona Department of Economic Security – Vocational Rehabilitation
- Arizona Department of Child Safety
- Cenpatico Behavioral Health
- Corazon Behavioral Health Services
- Epic Food Mission
- Gila River Indian Community Food Distribution
- Gold Canon United Methodist Church Food Bank
- Helping Associates Inc.

Agencies that have expressed an interest and need for either replacing or expanding their current fleet of service vehicles are listed below in no particular order and are eligible to submit an application for capital during the 2017 grant cycle:

<i>Agency</i>	<i>Federal Share \$</i>	<i>Local Match \$</i>	<i>Total Amount \$</i>	<i>FTA Type</i>	<i>Description</i>
Payson Senior Center	\$7,500.00	\$7,500.00	\$15,000.00	5310	Operating Funds
	\$2,400.00	\$600.00	\$3,000.00	5310	Technology Funds
Horizon Health & Wellness	\$23,729.16	\$5,932.29	\$29,661.45	5310	Expansion 2013 Chevy Express, 12 Passenger
Town of Kearny	\$22,599.20	\$5,649.80	\$28,249.00	5310	Replacement Van
Achieve Human Services	\$23,729.16	\$5,932.29	\$29,661.45	5310	Replacement Van (2002 Econoline) #9899
Cotton Express	\$765,653	\$317,811	\$1,083,464	5311	Operating, Administration and Capital Expenses
CART	\$431,092	164,315	\$595,408	5311	Operating, Administration and Capital Expenses



## 4. CONDITIONS ASSESSMENT

### 4.1 GENERAL ASSESSMENT OF CURRENT CONDITIONS

Rural communities in Arizona continue to rely heavily on privately owned transportation. Both personal and political will appears to favor the independence of the automobile with some minor exceptions of first-time drivers and a retired community concerned about safety.

Rural transit and mobility on-demand are, in many ways, functioning in this Region. The sharing of both vehicles and rides are often limited based on the circumstances of the client. Sixty percent of the respondents surveyed indicated that all system users met one or more required eligibility parameter. Those parameters include such conditions as developmentally disabled (DD), serious mentally illness (SMI), court-ordered treatment, behavior health diagnosis, etc.

Drivers of local providers have completed formal training according to the Human Services survey. However, in communication with the Gila-Pinal Rides Committee, members provided a sense that driver training was still very much in demand. Part of the reason behind that concern was the rate of driver turnover. The consensus to date was to address this concern within the upcoming year and provide better access to driver training options when needed. In 2017 a greater focus will be placed on “train the trainer” opportunities for vehicle operators.

### 4.2 PERFORMANCE DATA

The human service transit agencies responding to the survey reported making 17,488 one-way trips during the last year to transport elders (60 years and older) and/or people who have a disability. That same group traveled approximately 249,950 in-service miles. The average rider’s fare for the trip was \$1.80 while only 56 percent of the respondents reporting collected a fare or a donation of any kind. Because the average trip is 14.3 miles, the fare box recovers less than 16 cents per mile to help cover costs.

One method of revenue generation and service coordination is to transport clients for other agencies. Not one agency responding to the survey stated that they currently contract with other agencies or organizations to transport clients. Additional research into the viability of ride sharing between agencies will be explored in the upcoming year.

Only about 20 percent of those responding stated that they are experiencing problems with current methods of transporting clients/passengers to the requested site or service. The two primary reasons that agencies are experiencing problems are due to limited budget and the need for clients to travel longer distances than the agency can manage. Approximately 20 percent of respondents currently have waiting lists for individuals who have no way of getting to services.

Approximately 44.4 percent of agency respondents stated that there are geographic areas, in Gila and Pinal Counties, in which they would like to see more client services operated. The places listed were Payson, Florence, Hayden, Superior, Kearny and the Phoenix metro area.

### 4.3 GAPS IN SERVICE

Two transit studies planned for the near future in both Gila County and Casa Grande will help to identify current gaps in service. The gaps in service identified by survey respondents were the following areas (in no particular order):

- South of Payson
- North of Payson
- Eastern Pinal County
- Circulator systems in Casa Grande and Florence
- Commuter service to the Phoenix metro area

### 4.4 REDUNDANCIES IN SERVICE

When asked if there is a duplication of transportation services in one's service area, not one respondent stated yes. Only 12.5 percent of those responding to the survey claimed to purchase client transportation from another organization. This might be an avenue to pursue due to the high cost of operating transit and the focus on coordinating services region wide.

### 4.5 ORGANIZATIONAL CAPACITY

Because of a relatively sparse population, 175 vehicles currently serve the almost 450,000 residents living in an area of more than 10,000 square miles in the CAG and Sun Corridor MPO Region. Transit providers in this Region have a wide range of clients and trip purposes, however transporting riders for short trips, in small communities and towns can make some vehicles appear less efficient.

Of those surveyed, the primary purpose for providing transportation is to assist residents with counseling and mental health appointments. The second highest priorities was for congregate nutrition (mid-day group meals), home-delivered meals, job placement, residential care, trips to senior centers, supporting employment and volunteer opportunities.

In the CAG and Sun Corridor MPO Region, vehicles having the capacity to transport residents with wheelchairs are in the minority. While 108 vehicles are not capable of transporting someone in a wheelchair, most of the remaining regional fleet can transport two or more people in wheelchairs at the same time. The breakout for vehicles reporting wheelchair tie downs is as follows:

Vehicles with No Tie Downs for Wheelchairs	108
Vehicles with 1 Tie Down for a Wheelchair	8
Vehicles with 2 Tie Downs for Wheelchairs	37
Vehicles with 3 Tie Downs for Wheelchairs	3
Vehicles with 4 Tie Downs for Wheelchairs	7

While most human service transportation providers in the Region run from 8:00 AM to 5:00 PM on weekdays, average service hours for agencies responding to the survey operate 9.5 hours daily. The fleet of vehicles in the Region show almost 12 million miles of service, as reported in September of 2016. The average current mileage of vehicles in the Region is 68,450. According to the survey, 87.5 percent of the providers do not purchase or reimburse for client trips.

All agencies surveyed reported having trained drivers and all but one reported having standard operating procedures for drivers. Currently, 60.3 percent of drivers that transport clients in the Region are part-time operators. Only 21.5 percent work as full-time drivers/operators.

#### 4.6 PARTNERSHIPS & COORDINATION ACTIVITIES

As previously mentioned, the Gila-Pinal Rides Committee is the steering committee for transit coordination issues within the CAG and Sun Corridor MPO Region. This steering committee is comprised of transit providers and stakeholders from Gila and Pinal Counties and meets bi-monthly.

The September 2016 Gila-Pinal Rides Committee Meeting primarily focused on the goals of the mobility on-demand services and the future of coordination in the CAG and Sun Corridor MPO Region. Four primary goals were identified as well as several recommendations to enhance regional training efforts and to reach out to transportation stakeholders currently using, directly or indirectly, 5310 and 5311 transportation resources. Additional details regarding program goals are in **Section 7 Priorities** of this Plan.

A recent demonstration project for “One-Call-One-Click” has taken place in western Arizona, with a report to the Mobility Managers to follow in the fall of 2016 as of the writing of this Plan. The focus of One-Call-One-Click is to simplify rider intake, scheduling, trip management, trip performance and data collection.

Another milestone for technology in transit is the public private partnerships now being developed around special needs transportation with organizations such as Uber and Lyft. Private companies are having discussions around service to clients who have a wide variety of mobility challenges. Technology companies are also becoming extremely innovative in the development of computer and smart phone applications that streamline everything from the client intake process to the reporting of trips, miles and service hours. The FTA is open to and assists with the funding of projects that bring efficiency to the mobility on-demand process.

As part of the coordination among transit providers, **Table 17: Scheduled Gila-Pinal Rides Committee Meetings for 2017** list the tentatively scheduled Gila Rides Committee meetings for the 2017 calendar year, to allow time to plan for discussions with regards to everyday transit needs, barriers, and opportunities.

<b>Table 17: Scheduled Gila-Pinal Rides Committee Meetings for 2017</b>		
<b>Date</b>	<b>Time</b>	<b>Location</b>
Wednesday - February 8, 2017	10:00 AM	CAG – Apache Junction
Wednesday - March 22, 2017	10:00 AM	Coolidge Transit Center
Wednesday - May24, 2017	10:00 AM	Council for Senior Citizens - Casa Grande
Wednesday - August 2, 2017	10:00 AM	Payson Senior Center
Wednesday - September 27, 2017	10:00 AM	CAG - Apache Junction
Wednesday - November 15, 2017	10:00 AM	TCAG – Apache Junction

## 4.7 INFRASTRUCTURE

### Commuter Rail

Over the next twenty-five years, Maricopa and northern Pinal County are projected to nearly double in population according to the MAG Commuter Rail Study. Developing a commuter rail system will provide an alternative transportation mode to meet travel demands resulting from expected growth in Maricopa County and northern Pinal County. This anticipated growth will put additional strain on an already congested transportation system, cause additional air quality concerns and further challenge transportation funding sources of the region. For more detailed information regarding the MAG Commuter Rail Study, please visit [www.AZMAG.gov](http://www.AZMAG.gov).

The Pinal County Transit Feasibility Study completed in 2011, identified four growth areas and outlined an integrated, multimodal transportation system that provides for vehicular travel and transit, including commuter and local rail lines, along with bike and pedestrian routes. The study addresses the next steps the County should take to develop the transit components of such a multimodal system that sets forth a "roadmap" for the development of those improvements.

For more information please visit:

<http://www.pinalcountyaz.gov/PUBLICWORKS/TRANSPORTATIONPLANNING/Pages/Transit.aspx>.

### Greyhound

In addition to the intercity travel provided by CART and San Carlos, Greyhound bus service will offer residents the ability to travel to smaller, rural communities in Arizona, as well as access major cities within Greyhound's network. CART operates intercity bus service between Florence, Coolidge and Casa Grande and now connects with Greyhound four times a day Monday through Friday.

Greyhound and ADOT worked in partnership with each of the communities to ensure that the routes were coordinated with local transit operations to allow for easy and convenient transfers. This included coordination with the towns of Safford and Superior, along with coordination with each of the transit systems in the new markets. For more information please visit:

<https://www.greyhound.com/en/discover-greyhound/>  
or call (toll-free) 1-800-231-2222 .



### **Tufesa**

Tufesa provides low-cost and reliable bus services in Phoenix, Los Angeles, Anaheim, San Diego, Las Vegas, San Jose, Huntington Park, San Ysidro, Tijuana, Tucson, Nogales, Laughlin, Kingman, Merced, Fresno, Bakersfield, Ontario, Colton, Victorville, Barstow, Gilroy, Indio, Wickenburg and Oceanside. For more information go to:

<http://www.gotobus.com/>



### **AMTRAK**

AMTRAK stops at one place in Pinal County, City of Maricopa.

For schedules, rates and details for traveling contact AMTRAK at [www.amtrak.com/west-train-bus-station](http://www.amtrak.com/west-train-bus-station).

To get the most out of your Amtrak experience, start with planning for your train travel — booking a ticket, reserving a hotel, car rental, buying travel insurance, familiarizing yourself with station facilities, train amenities, reserving accessible space and more.

Explore the additional services available for passengers with disabilities and get more details about [making reservations](#), traveling with [service animals](#), meal service and station accessibility.



## 5. TRIP GENERATORS

Transit is a public service. Similar to schools, utilities, libraries, roads, and parks, transit provides a life's necessity – transportation. For those who choose not to or cannot drive a car, transportation provided by public operators, non-profits, volunteers, or private companies get people to work, school, doctors, grocery stores, and other necessary destinations. As the population continues to age and income gaps widen, transportation becomes increasingly difficult. Smart Growth America, a non-profit advocacy organization for smart growth initiatives, estimate that the average American spends 18 cents of every dollar on transportation. For low-income families, this cost doubles, placing an extra burden on scarce resources. In rural communities, providers help to bridge the gap between those with travel resources and those without. For more information on Smart Growth America, please visit <https://smartgrowthamerica.org>.

CAG and the Sun Corridor MPO will, in the future, identify the top locations and purposes of the trips currently being generated for each 5310 and 5311 service providers.

## 6. IDENTIFICATION OF BARRIERS, OPPORTUNITIES, & STRATEGIES

The following is a list of barriers, opportunities, and strategies discussed in previous Gila-Pinal Rides Committee meetings.

- **Barriers:**
  - Geographically (Distance, unpaved roads and difficult weather)
  - Funding (lack of political will)
  - Education and marketing opportunities for HS agencies
  - Lack of mechanics and spare vehicles when breakdowns occur
  - Insufficient driver training opportunities
  - The current inability to coordinate rides with for-profit or for-hire transportation companies
  
- **Opportunities:**
  - Casa Grande & Greater Gila County Transit Studies
  - Regional Transportation Authority – 20 year revenue source (if passed by voters)
  - Youth are more interested public transportation
  - Public Private Partnerships (P3s)
  - Advertising as a revenue generation
  - Driverless/autonomous vehicles (buses)
  - Working closely with stakeholders and local governments
  - Eloy Transit Study
  
- **Strategies:** Please see **Section 7: Priorities**

### ***Barriers to Public Transportation***

In the recent past, one of the greatest barriers to the development and operation of a fixed route system is the distance between the residential, employment and service centers. Through coordination of existing resources and programs, one of the Pinal County Transit Feasibility Study of 2011 goals was to create a transit system that is efficient and provides an attractive alternative means of transportation. It was recommended that this be done through the existing fixed route system, with support from smaller rural transit options such as senior center transportation and local dial-a-ride services.

### ***Information Gap***

One of the most common barriers identified for riding public transportation is the lack of highly publicized or marketed information. Often residents do not know the various transit programs within the region that may provide multiple options for their transit needs. This would include system routes, service areas, operating hours and system access. Although respondents suggest no overlap of services, a lack of information and coordination could result in a duplication of services.

***Accessibility to Routes***

ADA requires complementary Paratransit service for residents within a reasonable travel distance of a fixed bus route. However, origin and destination data for those rides is limited. Clear barriers to these fixed routes include the hot weather and lack of sidewalks in rural communities. In addition, current walking distances to bus stops (origins and/or destinations) are not always achievable by all segments of the population including the elderly and people with disabilities.

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## 7. PRIORITIES

The Gila-Pinal Rides Committee identified the following Program Goals (in order of importance):

### 7.1 COORDINATION GOALS, OBJECTIVES, STRATEGIES, AND PROJECTS

<b>GOAL 1: Strengthen, through coordination, the existing transit services and support expansion of transit where appropriate.</b>		
<b>Tentative Objectives</b>	<b>Tentative Strategies</b>	<b>Tentative Projects</b>
Support studies to determine where transit service can be enhanced by coordination, and support expansion of these services.	<ul style="list-style-type: none"> <li>▪ Greater Gila County Transit Feasibility and Implementation Study</li> </ul>	<ul style="list-style-type: none"> <li>▪ Regular meeting with 5310/5311 providers and engage other special needs stakeholders for support.</li> <li>▪ Provide support and input to local transit studies.</li> </ul>
Encourage Providers to develop joint or shared services that will be competitive for Federal operating assistance. Look for methods to maximize coordination such as new technologies for scheduling, performing trips and managing data collection for all providers.	<ul style="list-style-type: none"> <li>▪ Coolidge and Horizon Health and Wellness will support development of a common cost model for providers wishing to share services or equipment.</li> <li>▪ Pinal Hispanic Council and Horizon Health and Wellness have agreed to a meeting with one another to coordinate transportation services for their clientele.</li> <li>▪ Cobre Valley is working to coordinate with San Carlos services.</li> <li>▪ Conduct a product demonstration of technologies that enhance coordination.</li> <li>▪ Examine areas where providers might purchase rather than operate services.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Portion of Mobility Manager's time to participate in the state-wide technology committee for 5310/5311 providers.</li> <li>▪ Participate in MAG's regional Mobility Management Coordination efforts, travel training and ambassador programs.</li> <li>▪ Participate in the Mobility Manager's Technology Evaluation Committee.</li> <li>▪ Secure Funding to support the demonstration of technology tools.</li> <li>▪ Encourage contracting trips to clients of other agencies for revenue generation.</li> </ul>
<b>GOAL 2: Strengthen and expand training programs for public, human service, and volunteer providers in Gila and Pinal Counties – with a special focus on expanding joint driver trainings.</b>		
<b>Tentative Objectives</b>	<b>Tentative Strategies</b>	<b>Tentative Projects</b>

Continue sharing educational opportunities with regional providers, and advertising available courses sponsored by SEAGO, AZTA, CTAA and others.	<ul style="list-style-type: none"> <li>Continue website development and build awareness of regional services.</li> </ul>	<ul style="list-style-type: none"> <li>Portion Mobility Manger's time to build awareness and promote training opportunities.</li> </ul>
Identify key classes and stakeholders for available workshops, set up locations, frequency, and facilitators and/or trainers. Special focus on driver training and development.	<ul style="list-style-type: none"> <li>Assist SEAGO in local promotion, feedback on regional needs and the facilitation of training sessions.</li> </ul>	<ul style="list-style-type: none"> <li>Portion Mobility Manager's time to help host and support trainings.</li> <li>Develop a list of certified trainers for hands-on driver professional development.</li> </ul>

**GOAL 3: Provide readily accessible information on transit and specialized transportation resources in Gila and Pinal Counties.**

<b>Tentative Objectives</b>	<b>Tentative Strategies</b>	<b>Tentative Projects</b>
Improve and maintain a website that includes information on available providers for local and regional services for both the general public and clients of specific programs.	<ul style="list-style-type: none"> <li>Apply for funding for website development to occur FFY 2017-2018.</li> </ul>	<ul style="list-style-type: none"> <li>Website development – log-in providers section and general public section.</li> <li>Portion Mobility Manager's time to develop web information and content.</li> </ul>

**GOAL 4: Maintain vehicles in a state of good repair and utilize efficiently.**

<b>Tentative Objectives</b>	<b>Tentative Strategies</b>	<b>Tentative Projects</b>
Maintain an appropriate fleet size to meet the needs of regional transportation providers.	<ul style="list-style-type: none"> <li>Prioritize the replacement of vehicles that have high mileage and serve a diverse population.</li> </ul>	<ul style="list-style-type: none"> <li>Mobility Manager to address all replacement requests and help in the redistribution of spares or lightly used fleet.</li> </ul>
Support shared use agreements for backup vehicles, use of accessible vehicles, or joint use.	<ul style="list-style-type: none"> <li>Help providers remain compliant and transition to the new asset management ADOT program.</li> </ul>	<ul style="list-style-type: none"> <li>Portion Mobility Manager's activities to continually help evaluate fleet size and provider readiness.</li> </ul>

**7.2 Operational Priorities**

1. Continue funding of existing programs that lack public or private transportation alternatives.
2. Develop and encourage programs that address regional service gaps.
3. Encourage projects that go above and beyond ADA requirements.
4. Focus funding on programs that improve services by coordinating trips with other organizations.
5. Encourage agencies to serve the elderly, individuals with disabilities and the general public where allowed by organizational policies.

### 7.3 Capital Priorities

1. Replace existing program vehicles that have exceeded the ADOT identified useful life and meets at least two operational priorities.
2. Replace program vehicles that have exceeded the ADOT identified useful life and meets at least one operational priority.
3. Support fleet expansion that provides increased access or coordination with a 5310 agency and meets two operational priorities.
4. Support fleet expansion that identifies an unmet geographic or ridership need and meets two operational priorities.

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## 8. PROJECT EVALUATION & SELECTION

Applicants are rated for funding based on the evaluation and selection criteria provided in this section. Agencies seeking funding in the CAG and Sun Corridor MPO Region are required to have all projects measured through a prioritization process. The system of analysis (developed primarily by WACOG) uses the weights and evaluation focus described in the Project Evaluation Criteria section of the ADOT Coordinated Mobility Program guidebook<sup>1</sup>. The three categories are:

- Project Management Criteria – 20%
- Coordination Criteria – 40%
- Project Specific Criteria – 40%

The following describes each coordination action required with weighting and focus for each category.

### **Project Management Criteria = 20% of overall score (20 points total)**

*If the Applicant is a current 5310 program recipient*, they may receive points based on the timely submittal of the required quarterly reports, adequately managing program operations to comply with federal rules and properly documenting local match.

- Quarterly submitted on time = **4 points** (per report)
- Remained in compliance in previous year = **2 points**
- Properly documented the source and commitment to local match = **2 points**

*If the Applicant is new to the 5310 program*, points may be earned if they have attended the required Coordinated Council meetings and have provided the necessary data to be included in the Coordination Plan.

A - Project Management Criteria 20% (20 Points Possible)				
<b>A1 - Existing 5310 Program</b>		or	<b>A2 - New 5310 Program</b>	
1st Qtrly rpt Submitted on Time - 4 points			Attend 1 CC Meeting - 3 points	
2nd Qtrly rpt Submitted on Time - 4 points		Attend 1 CC Meeting - 3 points		
3rd Qtrly rpt Submitted on Time - 4 points		Attend 1 CC Meeting - 3 points		
4th Qtrly rpt Submitted on Time - 4 points		Attend 1 CC Meeting - 3 points		
Compliance for last year - 2 points		Attend 1 CC Meeting - 3 points		
Properly Documented Local Match - 2 points		Submit CC Plan Data - 5 Points		
<b>Total</b>	<b>0</b>	<b>Total</b>	<b>0</b>	
<b>TOTAL Project Management Criteria</b>			<b>0</b>	
MAXIMUM OF 20 POINTS				

**Figure 11: Existing or New Project Application**

<sup>1</sup> See Coordinated Mobility Program Section 5310 FY2016 – Page 35

**Coordination Criteria = 40% of overall score (40 points total)**

Applicants may receive points based on attendance/participation in Coordinated Council meetings either in person or by phone. (**2 points** per meeting x 6 meetings a year = **12 points** possible).

Applicants may receive up to **10 points** based on the submission of annual Coordination Plan Data to the Mobility Manager. Examples of documents requested include operations data, vehicle inventory, program profile updates and any other documents needed for creation/update of the Coordination Plan.

- Data submitted on time = **10 points**
- Data submitted up to 10 days past deadline = **5 points**
- Data not submitted = **0 points**

Programs may receive up to **18 points** when demonstrating coordination efforts and logistics with other agencies and Human Service Providers.

- Coordination such as meetings with other providers for MOU's, referring clients to each other's programs, shared trainings, discussions for covering local area gaps through agency to agency services, referring and sharing other providers information, education to other human service providers on transit operations/options = **6 points**
- Sharing of program equipment such as dispatching or software (i.e. training software) = **6 points**
- Sharing of program vehicles with other 5310 programs or for local community events = **6 points**

B - Coordination Criteria 40% (40 Points Possible)					
<b>B1 - CC Meetings - 30%</b>		<b>B2 - CC Plan - Annual Data - 25%</b>		<b>B3 - Coordination w/other Programs - 45%</b>	
Ride Meetings Attended 2 points per meeting		On Time = 10 points, Late = 5 points, Did Not Respond = 0		Coordinating logistics = 6	
				Sharing Equipment = 6	
				Sharing Vehicles = 6	
<b>Total</b>	<b>0</b>	<b>Total</b>	<b>0</b>	<b>Total</b>	<b>0</b>
<b>TOTAL Coordination Criteria</b>					<b>0</b>
<b>MAXIMUM OF 40 POINTS</b>					

**Figure 12: Coordination Criteria**

**Project Specific Criteria = 40% of overall score for Capital Expansion, Replacement or Operations (40 points total)**

Only **TWO** sections may be picked with regards to Project Specific Criteria.

Applicants for Replacement Capital may receive up to **20 points** based on the current vehicle state of repair.

- Age of vehicle being replaced (up to **5 points**) – **1 point per year** up to 5 years.
- Current mileage of vehicle (up to **5 points**) – **1 point for every 20,000 miles** up to 100,000 miles

- Condition of vehicle (up to **5 points**) – this is determined by compliance with the annual EQS inspection<sup>2</sup> requirement for the vehicle that is to be replaced. If program is in compliance with EQS inspection they may receive **5 points** and then they can receive points based on the self-reported condition of the vehicle. If the vehicle is:
  - Excellent or Good condition = **2 points** (*well-maintained, no ongoing mechanical problem, shows minor wear.*)
  - Fair condition = **3 points** (*Near midpoint of useful life, obvious signs of wear, regular maintenance keeps it safe and operable, but costs exceed norm.*)
  - Poor condition or Failing condition = **5 points** (*unsafe to use*)
- Regional resource utilization of capital equipment (up to **5 points**).
  - 5310 Agency to agency shared use of vehicles = **3 points**
  - 5310 agency to agency shared use of other equipment = **2 points**

C - Replacement Capital Criteria 40% (20 Points Possible)					
<b>C1 - Age of Vehicle - 10%</b>		<b>C2 - Mileage of Vehicle - 10%</b>		<b>C3 - Condition of Vehicle/Needs Based - 10%</b>	
Age of Vehicle 1 point per Year Old (Not more than 5 Points)		Current Mileage of Vehicle (1 Point for every 20,000 Miles - up to 5 Points)		Excellent or Good condition = 2 Points	
				Fair condition = 3 Points	
				Poor or Failing condition = 5 Points	
<b>Replacement Capital Criteria Total</b>					<b>0</b>

**Figure 13(a): Project Specific Criteria – Replacement Capital  
AND/OR**

Programs applying for New/Expansion Capital may receive up to **20 points**

- If New (Expansion Capital) is planned for use in a geographic area currently identified as a *regional gap in service* they may receive up to **5 points**
- Need to Expand existing fleet based on customer demand or excessive fleet hours of operation – up to **5 points**.
- Regional resource utilization with new capital equipment to enhance coordination for *existing riders* – up to **5 points**
- If the 5310 agency shares the use of vehicles or equipment = **5 points**

D - New/Expansion Capital Criteria 40% (20 Points Possible)					
<b>D1 - Geographic Gap in Services - 10%</b>		<b>D2 - Existing Fleet Capacity - 20%</b>		<b>D3 - Regional Resource Utilization - 10%</b>	
Capital Expansion due to a Gap in Service - Up to 5 points		Expand Fleet due to Customer Demand - 5 Points		Expand to share 1 - 2 Items - 2 Points	
		Expand Fleet to enhance Coordination - 5 Points		Expand to Share 3 - 5 Items - 3 Points	
				Expand to Share More than 5 Items - 5 Points	
<b>Sub Total</b>	<b>0</b>	<b>Sub Total</b>	<b>0</b>	<b>Sub Total</b>	<b>0</b>
<b>New/Expansion Capital Criteria Total</b>					<b>0</b>

<sup>2</sup> The condition reported by the program must be supported by the EQS summary report or some other certified documentation of condition. Note: If program is not in compliance with EQS inspection requirement they will receive 0 points regardless of the reported condition of vehicle unless proof can be provided as to why it is impossible to comply with EQS inspection, such as vehicle is inoperable certification provided by a certified mechanic.

**Figure 13(b): Project Specific Criteria – New/Expansion Capital**

**AND/OR**

Other: Additional points can be acquired for either Capital or Operational funding for program plans under the following conditions – Up to **20 points** available:

- Applicants now receiving 5310 Operating funds and having an implementation plan for continued operational funding can receive up to **5 points**
- Services provided with priority to seniors and individuals with disabilities but also open to general public may receive up to **10 points**
- Existing programs applying for continued operating funds and currently effective in meeting ADOT performance indicators = **5 points**

E - Capital or Operational Funding Criteria 40% (20 Points Possible)					
E1 - Open to General Public - 10%		E2 - Approved Budget - 10%		E3 - Local Match/ In-Kind - 10%	
Operational Funded with Implementation Plan - 5 Points		Services to Elderly, Riders with Disability and General Public - 10 Points Possible		Applying for continued operational fund while currently meeting ADOT performance goals - 5 Points Possible	
<b>Capital or Operational Funding Total</b>					<b>0</b>
<b>MAXIMUM OF ALL THREE TABLES - 40 POINTS</b>					
<b>TOTAL - ALL CAPITAL &amp; OPERATING:</b>					<b>0</b>

**Figure 13(c): Project Specific Criteria – Capital or Operational Funding**

The total score the following scorecard sums up computation for the entire project evaluation:

	Maximum	Actual
<b>A- Project Management Criteria</b>	20	0
<b>B - Coordination Criteria</b>	40	0
<b>C - Project Specific - Replacement Capital</b>	40	0
<b>D - Project Specific - New/Expansion Capital</b>		0
<b>E - Project Specific - New/Expansion Operating</b>		0
<b>Total Score</b>	100%	<b>0</b>
MAXIMUM OF 100 POINTS		

**Figure 14: Project Specific Criteria: Total Score**

## 9. PUBLIC INPUT PROCESS

Public participation is welcomed and encouraged by CAG and the Sun Corridor MPO. There are numerous and varied techniques/activities to provide the opportunity for public and stakeholder involvement. CAG and the Sun Corridor MPO obtain input in a variety of ways including, but not limited to public hearings, newspaper, small and large group presentations, committee meetings, website and e-mail correspondences. A detailed schedule for the update to the Human Services Transportation Coordination Plan is in Appendix 1.

The Public Notice was published in the following newspapers in Gila and Pinal County on January 9, 2017 and concluding on February 12, 2017. CAG and the Sun Corridor MPO also posted the Public Notice and Plan on their websites beginning January 9, 2017.

- AJ News
- Arizona City Independent
- Casa Grande Dispatch - (Thru Tri-Valley Dispatch)
- Coolidge Examiner - (Thru Tri-Valley Dispatch)
- Eloy Enterprise - (Thru TriValley Dispatch)
- Florence Reminder
- San Manuel Miner
- Copper Basin News - (Kearny, Dudleyville, etc.)
- Superior Sun
- Silverbelt - (also Apache Moccasin, Copper Country News)
- Maricopa Monitor
- Payson Roundup

**Committees:** The formal process to review and approve this Plan included input from the following committees and local stakeholders beginning in October of 2016 and concluding in March of 2017.

- **Gila-Pinal Rides Committee** – November 16, 2016
- **Sun Corridor MPO Transportation Advisory Committee** – Recommend Approval to Advertise for 30-Day Comment Period - December 15, 2016
- **Sun Corridor MPO Executive Board** – Approval to Advertise for 30-Day Comment Period - January 9, 2016 CAG Technical Transportation Advisory Committee – Recommend Approval of Plan – February 9, 2017
- **Sun Corridor MPO Transportation Advisory Committee** – Recommend Approval of Plan - February 23, 2017
- **CAG Transportation Technical Advisory Committee** – Recommend Approval of Plan – February 23, 2017
- **CAG Management Committee** – Recommend Approval of Plan- March 2, 2017
- **Sun Corridor MPO Executive Board** – Approval of Plan – March 14, 2017



- **CAG Regional Council** – Approval of Plan – March 22, 2017

**Gila-Pinal Rides Committee Meeting:** The process used to engage the stakeholders in providing input for this Plan included convening a September 7, 2016 meeting in Coolidge where transit providers, local jurisdictions and human service stakeholders discussed the goals and objectives; the barriers and needs for program success; and current challenges facing human service agencies in Gila and Pinal Counties. Special care was taken to select a location that could accommodate physical abilities/disabilities, language barriers, and other civil rights protections and the opportunity to make an audio call into the meeting to help accommodate participation for those physically unable to travel to the meeting location. Program Goals identified and agreed to in that discussion included the following:

**Goal 1** – Strengthen, through coordination, the existing transit services and support expansion of services where appropriate.

**Goal 2** – Strengthen and expand training programs for public, human service, and volunteer providers in Gila and Pinal Counties – with a special focus on expanding joint driver trainings.

**Goal 3** – Provide readily accessible information on transit and specialized transportation resources in Gila and Pinal Counties.

**Goal 4** – Maintain vehicles in a state of good repair and are utilized efficiently.

The meeting encouraged diversity of programs from across the CAG and Sun Corridor MPO Region and discussion ranged from current challenges to the future of driverless vehicles.

**Surveyed Regional Stakeholders:** A questionnaire developed from the survey process currently used in the Human Service Plan of Central Yavapai Metropolitan Planning Organization was incorporated in the primary research element of this Plan. More than 70 solicitations were made to incorporate the opinions of a broad section of both public and private agencies, non- and for-profit businesses and the residents of Gila and Pinal Counties. A total of ten public, private agencies, non- and for-profit businesses, and residents responded to the survey. Please see Appendix 2 for a copy of the survey questionnaire.

# APPENDIX

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## APPENDIX 1 DOCUMENTATION OF PLAN ADOPTION

The following schedule was developed for the update to the Human Services Transportation Coordination Plan. Draft Review times are approximate due to unforeseeable circumstances.

Task	Start	End
Create Excel File on Vehicle Inventory List	08/22/16	08/26/16
Plan Template	08/22/16	08/26/16
Table Data Updates	08/22/16	09/09/16
Public Input Process & Research	08/22/16	09/09/16
<b>GILA-PINAL RIDES COMMITTEE MEETING</b>	09/07/16	09/07/16
Goal & Objectives Determined	09/07/16	09/21/16
Vehicle Inventory	09/07/16	09/21/16
Justification Description for the need of new vehicles	09/07/16	09/21/16
Gila-Pinal Rides Information/survey submittals due	09/09/16	09/06/16
Develop 1st Complete Draft	09/21/16	10/04/16
First Complete Draft Review sent to Gila-Pinal Rides Committee	10/05/16	10/14/16
Incorporated comments from First Draft for final review submission	10/15/16	10/27/16
Final Draft Review sent to CAG TTAC, SCMPO TAC, & Ken Hall	10/28/16	11/18/16
<b>GILA-PINAL RIDES COMMITTEE MEETING</b>	11/16/16	11/16/16
Asking for final comments from Final Draft Review	11/16/16	11/18/16
Final Draft Review comments due from all		11/18/16
Create Public Notice for Newspapers to be readily available	11/28/16	12/05/16
<b>CAG TTAC - (Special TTAC)</b>	12/15/16	12/15/16
Presenting Plan as an informational item	12/15/16	12/15/16
<b>SCMPO TAC</b>	12/15/16	12/15/16
Requesting approval recommendation to EB of 30-day publication notice	12/15/16	12/15/16
<b>SCMPO EXECUTIVE BOARD</b>	01/09/17	01/09/17
Requesting approval for 30-day publication notice	01/09/17	01/09/17
Newspaper publication Notice of 30-day Public Comment period	01/05/16	01/13/17
*AJ News	01/05/17	01/09/17
*Arizona City Independent	01/06/17	01/11/17
*Casa Grande Dispatch - (Thru Tri-Valley Dispatch)	01/06/17	01/11/17
*Coolidge Examiner - (Thru Tri-Valley Dispatch)	01/06/17	01/11/17
*Eloy Enterprise - (Thru TriValley Dispatch)	01/06/17	01/12/17
*Florence Reminder	01/05/17	01/12/17
*San Manuel Miner	01/06/17	01/11/17
*Copper Basin News - (Kearny, Dudleyville, etc.)	01/06/17	01/11/17
*Superior Sun	01/06/17	01/11/17
*Silverbelt - (also Apache Moccasin, Copper Country News)	01/06/17	01/11/17
*Maricopa Monitor	01/09/17	01/13/17
*Payson Roundup	01/09/17	01/13/17
<b>CAG TTAC</b>	02/09/17	02/09/17
Recommend Approval to Regional Council of Final Plan		

<b>END OF 30-DAY PUBLIC COMMENT PERIOD</b>		02/12/17
Submit Final DRAFT to ADOT	02/22/17	02/22/17
<b>SCMPO TAC</b>	02/23/17	02/23/17
Recommend Approval to Executive Board of Final Plan	02/23/17	02/23/17
<b>CAG MANAGEMENT COMMITTEE</b>	03/02/17	03/02/17
Recommend Approval to Regional Council of Final Plan	03/02/17	03/02/17
<b>SCMPO EXECUTIVE BOARD</b>	03/14/17	03/14/17
Requesting approval of Final Plan	03/14/17	03/14/17
<b>CAG REGIONAL COUNCIL</b>	03/22/17	03/22/17
Requesting approval of Final Plan	03/22/17	03/22/17
<b>Submit Approved Plan with documentation stating such to ADOT</b>	03/23/17	05/02/17

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## APPENDIX 2 SURVEY QUESTIONNAIRE

In the development of this Plan, survey questionnaire was distributed directly to more than 70 transit providers, human service agencies, public agencies and various stakeholders to understand attitudes, perceptions, and needs of the general population. The questions asked:

### General Information

1. *Agency, Community, or Company Name*

2. *Street Address*

3. *City, State, Zip Code*

4. *Telephone*

5. *Name of Agency Director/Contact Person Telephone #, if different*

6. **Which of the following best describes your agency?**

Private, non-profit     Private, for-profit     Public     Other

7. **Which of the following best describes your situation with regard to transportation services? (Please check only one)**

We provide transportation to the general public.

We are a human service agency that provides transportation to our clients, either directly by our agency or through contracted services.

We are a human service agency that does not provide transportation but provides support or assistance for transportation to those who are in need of it.

8. **Which services does your agency provide?** Check all that apply.

Adult Day Care

Child Day Care

Work Services

Congregate Nutrition

Counseling

Education/Training

Head Start

Home-Delivered Meals

Job Placement

Medicaid

Medical/Dental

Mental Health

Recreational/Social

Rehabilitation

Religious

Residential Care

Senior Center

Sheltered Employment

Support Employment

Transportation

Volunteer Opportunities

Welfare/Food Stamps

Other: \_\_\_\_\_

**9. Does your agency have eligibility requirements?  Yes  No**

If YES, please check all that apply:  Age – please specify: \_\_\_\_\_

Disability – please specify: \_\_\_\_\_

Income – please specify: \_\_\_\_\_

Other – please specify: \_\_\_\_\_

**10. What geographic area do you serve?**

The entire county of: \_\_\_\_\_

The entire city or towns of: \_\_\_\_\_

Other: (please specify): \_\_\_\_\_

**11. How do clients get to your center or site? (Please check all that apply.)**

Drive by them self

Ride with Family or Friends

Agency operates vehicles

Volunteers bring them

Staff picks them up and brings them

They live in a group home and are transported on the group home's vehicle

Taxi

Carpool with other clients

Public transportation system

Consolidated agency transportation system

Another agency transports them – please specify: \_\_\_\_\_

Other – please specify: \_\_\_\_\_

**12. How many of your clients are unable to drive themselves or do not have a car available and thus are dependent upon some sort of transportation assistance? \_\_\_\_\_**

Is the transportation needed generally available to these clients to the extent that they can have full access to the services your agency provides?  Yes  No

**13. How many of your clients must use a wheelchair and need a specially equipped vehicle (such as a lift-equipped van with wheelchair tie-downs)? \_\_\_\_\_**

Are you able to meet the agency-related transportation needs of your wheelchair-using clients?  Yes  No

**If NO, please indicate to what extent their needs are met.**

**14. How many of your clients need some sort of other specialized transportation assistance or equipment? \_\_\_\_\_ Please describe these needs in detail. \_\_\_\_\_**

**15. To what activities do you purchase, or reimburse, for client transportation? (Please check all that apply)**

We do not purchase or reimburse for client transportation

Adult Day Care

Child Day Care

Congregate Nutrition

Counseling

Education/Training

Head Start

Job Placement

Medical Dental

- Mental Health
- Recreation/Social
- Rehabilitation
- Religious
- Senior Center
- Workforce Services
- Social Services
- Supported Employment
- Volunteer Opportunities
- Other – please specify:

If you reimburse, what is your client reimbursement rate? \$ \_\_\_\_\_ Per mile  
 How many miles of self-provided transportation did you reimburse in the last fiscal year? \_\_\_\_\_  
 What was the total amount spent on client reimbursement during the past fiscal year? \_\_\_\_\_

**16. Does your agency purchase client transportation from another organization?**  Yes  No

If YES, please complete the table below.

Name of organization from which service is purchased	Type of Organization	Description of Service Purchased	Unit Cost (per mile, house, or trip?)	Total Cost during Past Fiscal Year	Total One-way Trips during Past FY
<i>Example: Joe's Cab</i>	<i>Taxi</i>	<i>Demand-response</i>	<i>\$1.00/mi</i>	<i>\$5,350</i>	<i>800</i>

**17. Please check each day of the days of the week that you provide transportation services. On the right, indicated the hours during which service is available to your clients:**

<u>Day of the Week</u>	<u>Hours of service availability each day:</u>
<input type="checkbox"/> Monday	_____
<input type="checkbox"/> Tuesday	_____
<input type="checkbox"/> Wednesday	_____
<input type="checkbox"/> Thursday	_____
<input type="checkbox"/> Friday	_____
<input type="checkbox"/> Saturday	_____
<input type="checkbox"/> Sunday	_____

**18. Do you provide transportation service in any of the following ways (check all that apply)?**

- We operate our own vehicles.
- We contract with someone else who provides transportation services for us.
- We purchase and provide public transit tickets and passes so our clients can ride public transit.
- Some of our clients reach our services using public transit regular bus service.
- Some of our clients reach our services using public transit paratransit.
- Some of our clients reach our services using other transportation services.
- We work with volunteer drivers to provide transportation.
- Other (please explain) \_\_\_\_\_

**19. Which of the following describes the type of transportation service you offer (check all that apply)?**

- Client-only transportation
- Fixed Route
- Demand Response (MOD) – please specify geographic limits: \_\_\_\_\_

If you checked MOD, with who do clients schedule demand-responsive/subscription services?

Dispatcher/Scheduler       Driver       Caseworker       Manager  
 Secretary/Receptionist       Other – please specify \_\_\_\_\_

**20. Do you limit the kinds of trips for which can use your transportation service?** *Please include any restrictions such as the number of trips that are allowed in one month, trip purposes allowed, etc.*

No  
 Yes (Please explain) \_\_\_\_\_

**21. Please describe any special needs that passengers on your transportation service may have.**

Drivers and Vehicles

**22. Do your drivers receive any sort of formalized driver training program?**  Yes  No

If YES, please describe (include course name, who provides the training, length of training, certification, etc.): \_\_\_\_\_

**23. Do you have written standard operating procedures for drivers?**  Yes  No

**24. Where are your vehicles maintained?**

At a private garage, repair shop, or dealership.  
 By a government agency, please specify: \_\_\_\_\_  
 In-house, please describe: \_\_\_\_\_

**25. How many of your vehicles need to be replaced?**

Right away  
 Within the next year  
 Within the next two years

**26. Who operates the vehicles?**

Full-time drivers – how many? \_\_\_\_\_  
 Part-time drivers – how many? \_\_\_\_\_  
 Volunteer drivers - how many? \_\_\_\_\_  
 Full-time staff with other primary job functions - how many? \_\_\_\_\_  
What is their primary job function? \_\_\_\_\_

**27. Does your agency reimburse staff or volunteers if they transport clients using personal vehicles?**

Staff     Volunteers     Neither     Other (please specify) \_\_\_\_\_

21-a What is your reimbursement rate? \$ \_\_\_\_\_ per mile.

21-b How many miles of client transportation did you reimburse during the past fiscal year? \_\_\_\_\_

21-c What was the total amount spent on staff or volunteer reimbursement for transportation during the past fiscal year?  
\$ \_\_\_\_\_

21-d On the average, how many staff hours per week are spent transporting your clients in personal vehicles? \_\_\_\_\_ Hours

21-e How many one-way passenger trips were provided in this manner during the past fiscal year? (Please estimate, if necessary) \_\_\_\_\_

**28. How many one-way passenger trips did our agency provide during the past fiscal year?**

\_\_\_\_\_ Is this an estimate?  Yes  No

*Note: a one-way passenger trip means that each time a person board and then alights from a vehicle is counted as one trip. Return trips are counted as a second trip.*



29. How many vehicle miles of service did your agency provide during the past fiscal year?

\_\_\_\_\_ Is this an estimate? \_\_\_\_ Yes \_\_\_\_ No

30. How many vehicle hours of service did your agency provide during the past fiscal year?

\_\_\_\_\_ Is this an estimate? \_\_\_\_ Yes \_\_\_\_ No

31. Does your agency charge fares or request contribution/donations for transportation?

\_\_\_\_ Yes \_\_\_\_ No

If YES, which?

\_\_\_\_\_ Fare – please specify amount \$ \_\_\_\_\_ or attach a schedule.

\_\_\_\_\_ Contributions – what is the suggested contribution \$ \_\_\_\_\_

32. Do you currently contract to transport clients of any other agencies or organizations?

\_\_\_\_ Yes \_\_\_\_ No

If YES, please provide the number of one-way passenger trips provided in the past fiscal year, the billing rate and basis, and the total charge for the past fiscal year for each agency or organization.

<i>Organization Name</i>	<i>Contact Person, Telephone Number</i>	<i>One-way Passenger Trips</i>	<i>Unit Charge(\$</i>
<i>per mile, \$ per pass)</i>		<i>Total Charges</i>	

Agency Expenses and Revenues

33. What were your agency's administrative outlays and expenditures during the past fiscal year for passenger transportation? Please apportion salaries and other expenses attributable to transportation. *For example, if your bookkeeper spends one day per week on transportation tasks, list 20 percent of his/her salary and fringe costs.*

**Administrative and Indirect Expenses**

**Dollar Cost**

- |                                      |                 |
|--------------------------------------|-----------------|
| 1. Director's salary                 | \$ _____        |
| 2. Director's fringe benefits        | \$ _____        |
| 3. Secretarial salary                | \$ _____        |
| 4. Secretarial fringe benefits       | \$ _____        |
| 5. Bookkeeper salary                 | \$ _____        |
| 6. Bookkeeper fringe benefits        | \$ _____        |
| 7. Secretarial salary                | \$ _____        |
| 8. Secretarial fringe benefits       | \$ _____        |
| 9. Bookkeeper salary                 | \$ _____        |
| 10. Bookkeeper fringe benefits       | \$ _____        |
| <b>Total Administrative Expenses</b> | <b>\$ _____</b> |

34. What were your operating expenditures for transporting clients in the past fiscal year? If full-time staff functions as drivers part-time, please apportion their salaries accordingly and list under drivers' salaries.

**Operating Expenses**

- |                                 |          |
|---------------------------------|----------|
| 1. Drivers' salaries            | \$ _____ |
| 2. Drivers' fringe benefits     | \$ _____ |
| 3. Dispatchers' salary          | \$ _____ |
| 4. Dispatchers' fringe benefits | \$ _____ |
| 5. Fuel & Oil                   | \$ _____ |

6. Maintenance & repairs	\$ _____
7. Tires, parts, materials and supplies	\$ _____
8. Titles, fees, and licenses	\$ _____
9. Taxes	\$ _____
10. Vehicle and equipment leases and rentals	\$ _____
11. Vehicle Insurance	\$ _____
12. Staff and volunteer mileage reimbursements (same as question 20)	\$ _____
13. Client reimbursement	\$ _____
14. Purchased transportation (same as question 27)	\$ _____
15. Other – please specify _____	\$ _____
<b>Total Operating Expenses</b>	<b>\$ _____</b>

**35. What are the funding sources for the expenses identified in 28 and 29? Please identify the major sources of funds for your agency's transportation services and the amount contributed by each in the past fiscal year. If the transportation is funded out of various agency programs, please list those programs and estimate the approximate amount attributable to client transportation in each.**

<u>Federal/State:</u>	<u>Assistance Program</u>	<u>Amount of Funding Used for Client Transportation</u>
	Adult Developmental Activities Program	\$ _____
	Community Services Block Grant	\$ _____
	Adult Day Care	\$ _____
	Head Start	\$ _____
	Job Training Partnership Act	\$ _____
	Mental Health/Mental Retardation	\$ _____
	Section 5310	\$ _____
	Section 5311	\$ _____
	TANF	\$ _____
	Title III B	\$ _____
	Veteran's services	\$ _____
	Medicaid (AHCCCS)	\$ _____
	Medicaid (ALTCS)	\$ _____
	Vocational Rehabilitation	\$ _____
	Workforce Investment Opportunity Act	\$ _____
	Title XX (Social Services Block Grant)	\$ _____
	Other – please specify: _____	\$ _____
	Other – please specify: _____	\$ _____
	Other – please specify: _____	\$ _____
	<b>Total Federal/State Funds</b>	<b>\$ _____</b>
 <u>Local:</u>	City/Town – please specify: _____	\$ _____
	County – please specify: _____	\$ _____
	County – please specify: _____	\$ _____
	Client Fees	\$ _____
	Contracted Service (same as question 26)	\$ _____
	Donations/Contributions (same as question 25)	\$ _____
	Fares (same as question 25)	\$ _____
	United Way	\$ _____

Workshop Revenue	\$ _____
Other – please specify: _____	\$ _____
Other – please specify: _____	\$ _____
<b>Total Local Funds</b>	<b>\$ _____</b>

Future Transportation Options

**36. Are you having any problems with your current method of getting clients/passengers to your site or service?** \_\_\_\_ Yes \_\_\_\_ No  
 If YES, please explain: \_\_\_\_\_

**37. Do you feel that additional transportation services, beyond those now available, are needed in order for your clients to have full access to the services your agency provides?** \_\_\_\_ Yes \_\_\_\_ No  
 If YES, please explain: \_\_\_\_\_

**38. Do you have a waiting list for clients because these individuals have no way to get to your services?** \_\_\_\_ Yes \_\_\_\_ No If YES, how many? \_\_\_\_\_

**39. Are there geographic areas, in or out of Gila and Pinal Counties, in which you would like to see more client services operated?** \_\_\_\_ Yes \_\_\_\_ No  
 If YES, please explain: \_\_\_\_\_

**40. What plans do you have during the next five years to expand (or reduce) agency programs or services? What impacts will these changes have on your client transportation needs?**

**41. Would you like to see more coordination of client transportation among the various agencies in Gila and Pinal Counties?** \_\_\_\_ Yes \_\_\_\_ No  
 If YES, please indicate the agencies you would like to see involved: \_\_\_\_\_

**42. What is the most important thing that could be done to improve transportation services for your clients?** \_\_\_\_\_

**43. What, if any, are the major obstacles or concerns you think should be addressed in attempting to improve client transportation services?** \_\_\_\_\_

**44. Are there activities or destinations which need more transportation services?**  
 \_\_\_\_ Yes \_\_\_\_ No  
 If YES, what are they and where are they located? \_\_\_\_\_

**45. Is there duplication of transportation services in your service area?** \_\_\_\_ Yes \_\_\_\_ No  
 If YES, please describe the agencies involved, and the areas and times when duplication exists.

**46. Please describe transportation needs, specific to your agency or community, that you feel are not being adequately met. Please be as specific as you can. (Please include any special needs or requirements your clients or passengers may have.)**

**47. Please describe other transportation needs in Gila and Pinal Counties that you feel need to be addressed.**

**48. Please indicate below areas of your *potential interest* in becoming involved in improving transportation services through better coordination of the services and resources that are available today and can be available in the future (Please check all that apply):**  
 \_\_\_\_ Joining a network of agencies that coordinates transportation services to better meet travel needs  
 \_\_\_\_ Pooling of financial resources you budget for transportation services to better coordinate services

- Joint use, pooling, or sharing of vehicles among agencies
- Purchasing of vehicles cooperatively
- Centralized fueling of vehicles
- Centralized maintenance services for vehicles
- Centralized scheduling of your passenger trips with other agency trip scheduling
- Centralized operation of vehicles for your passenger trips and other agency trips
- Contracting to purchase transportation service rather than continuing to operate it
- Contracting to provide transportation service to other agencies needing service


**49. Please provide us with other thoughts you have on how you may participate in efforts to improve transportation services in Gila and Pinal Counties through coordination services.**

**50. Please add any comments you may have in the space below**

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**APPENDIX 3 GREYHOUND – INTERCITY TRANSIT**

Below is a sample daily bus Schedule for Greyhound bus lines from El Paso, TX to Phoenix, AZ.

 <b>Greyhound Arizona Rural Bus Schedule El Paso to Phoenix</b>		
<b>101</b>	<b>Schedule Number</b>	<b>102</b>
<b>Daily</b>	<b>FREQUENCY</b>	<b>Daily</b>
11:30	El Paso, TX	17:00
12:20	Las Cruces, NM	16:10
14:25	Lordsburg, NM	14:05
14:45	Lordsburg, NM	13:45
15:25	Duncan, AZ	13:05
16:10	Safford, AZ	12:20
16:45	Bylas, AZ – <i>(San Carlos Nation)</i>	11:45
17:05	Peridot, AZ – <i>(San Carlos Nation)</i>	11:25
17:35	Globe, AZ – <i>(Cobre Valley Transit)</i>	10:55
18:00	Miami, AZ	10:30
18:30	Superior, AZ	10:00
19:20	Mesa, AZ	9:10
19:40	Tempe, AZ	8:50
20:00	Phoenix, AZ	8:30